وزارة البلديات والإسكان

Ministry of Municipalities and Housing

User Guide for

Self-Assessment Services

Beneficiary's Copy

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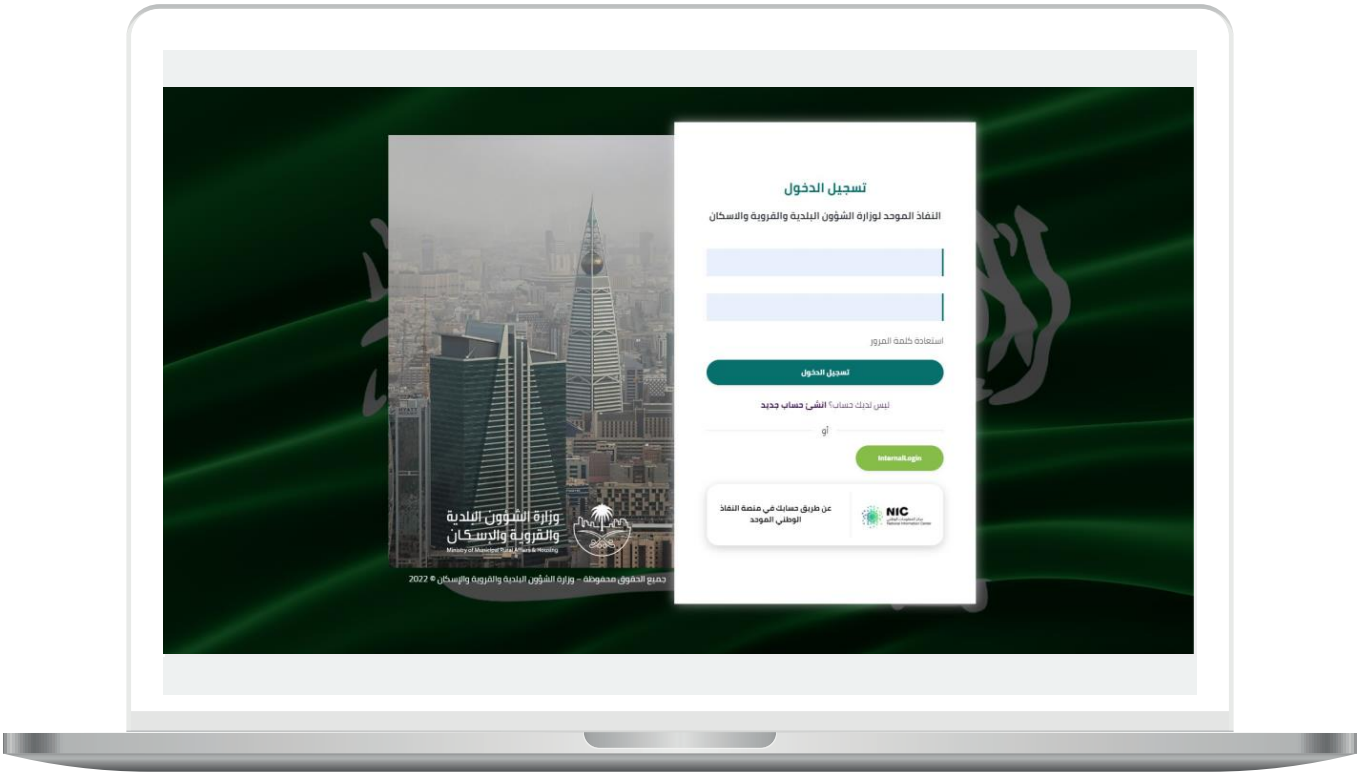
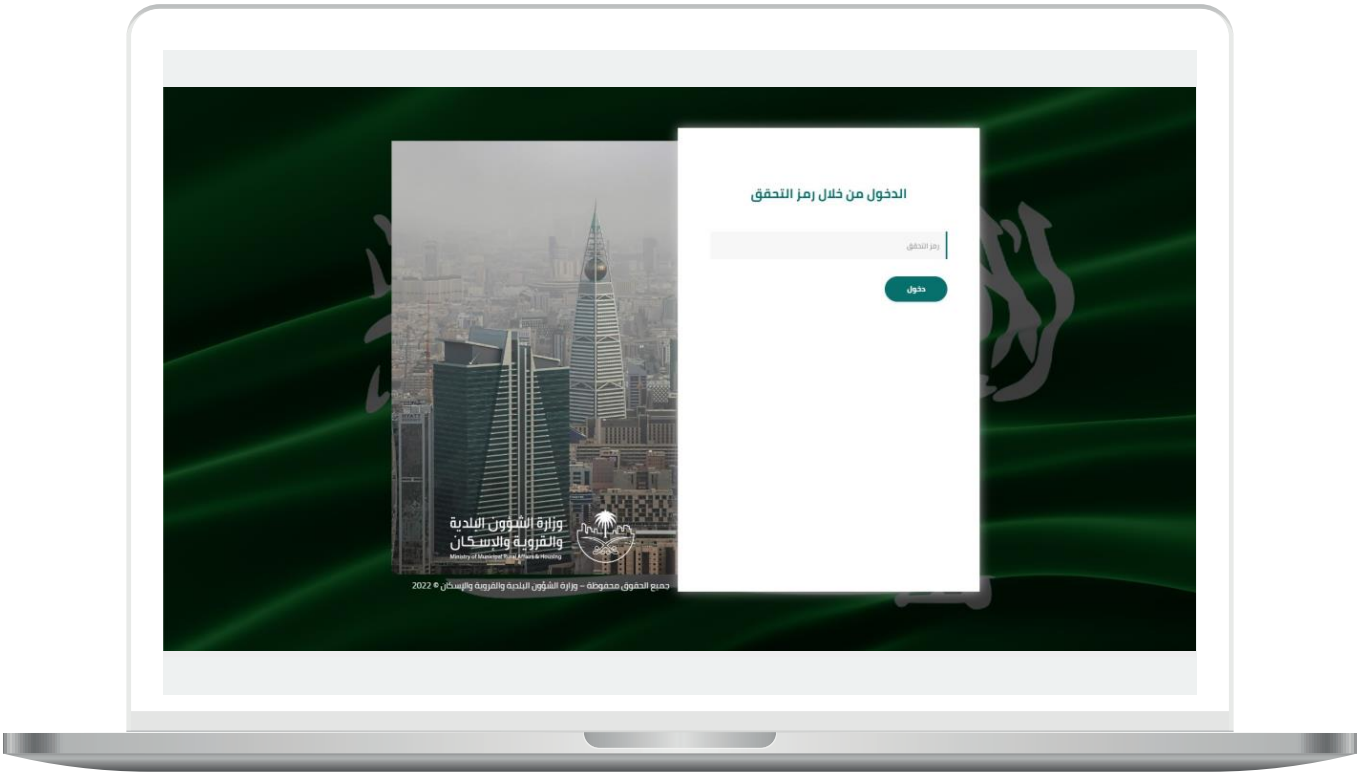
Login to the System

1) After accessing the system link, the following screen will appear, where the user enters their details (**National ID/Iqama Number, Password**) and then clicks the (**Login**) button.

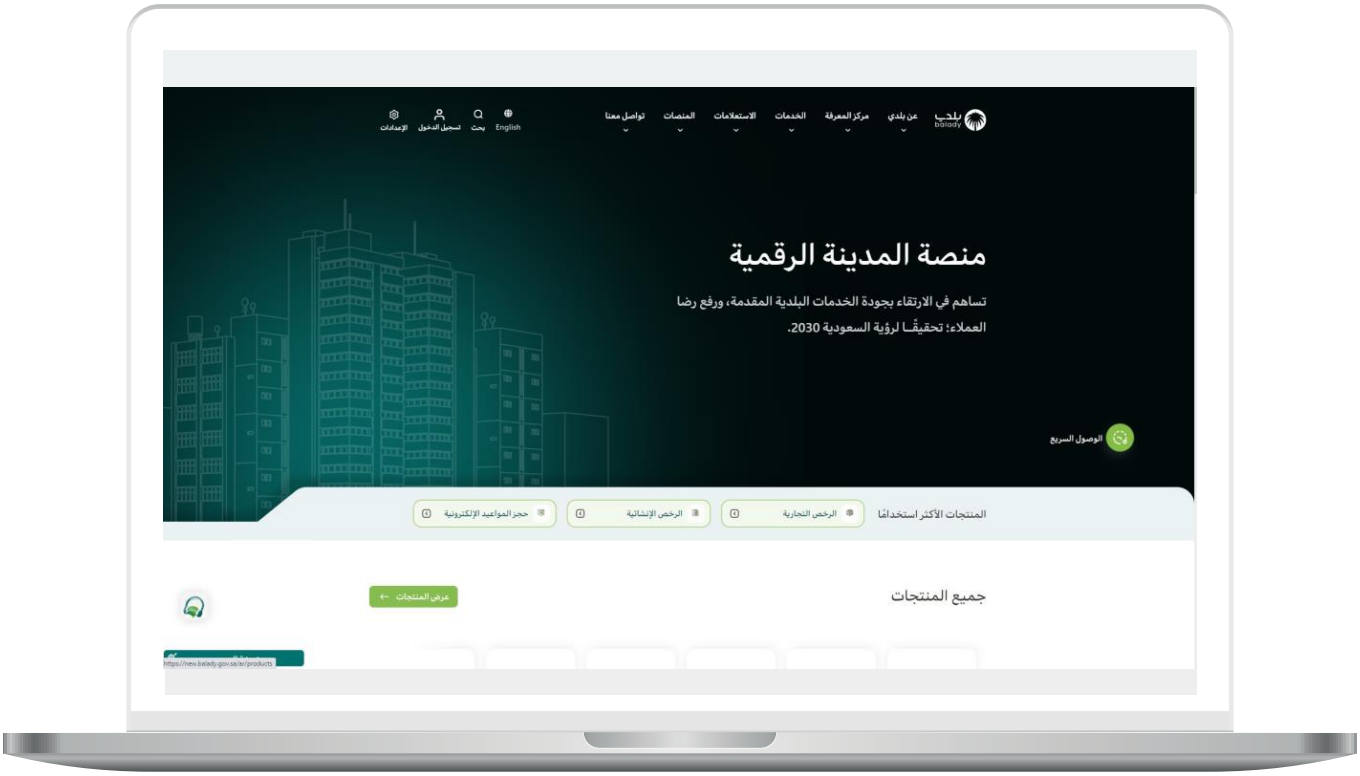


2) A verification code will then be sent to the user's mobile phone, which they need to enter in the (**Verification Code**) field and click the (**Login**) button, as shown in the following screenshot.



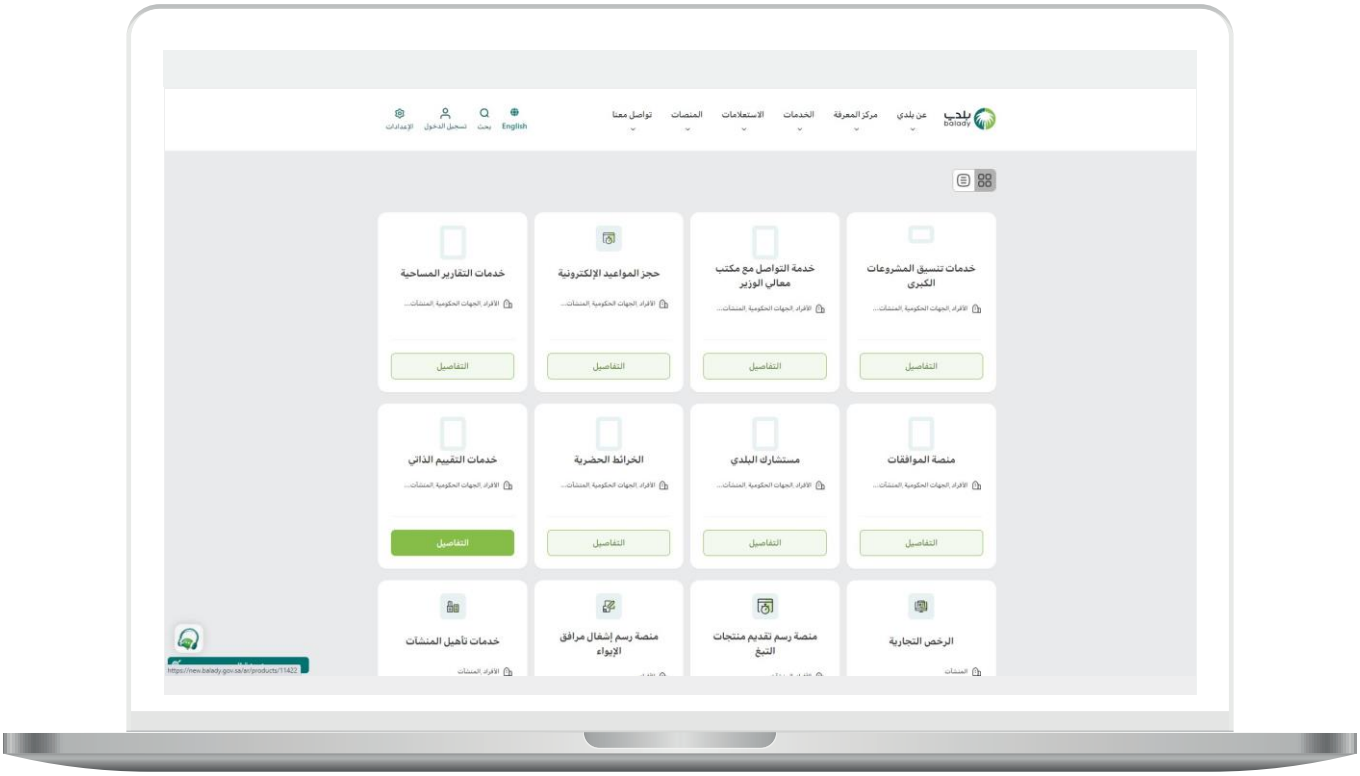
3) Once logged into the Balady platform, the platform's main screen will appear, as shown in the screenshot below.

The user then clicks the (**View Products**) button.

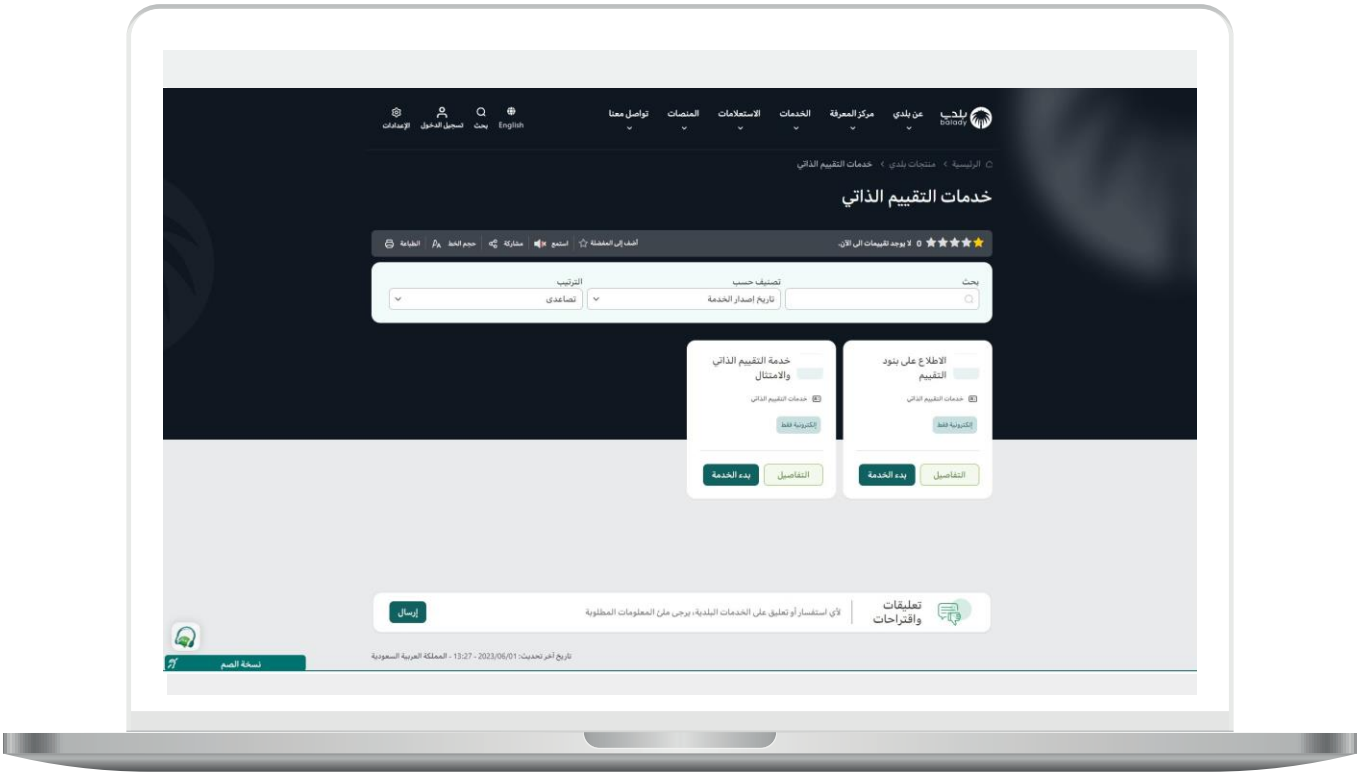


Steps of Service Request

1) To begin the service request, select (**Self-Assessment Services**) from the available options.

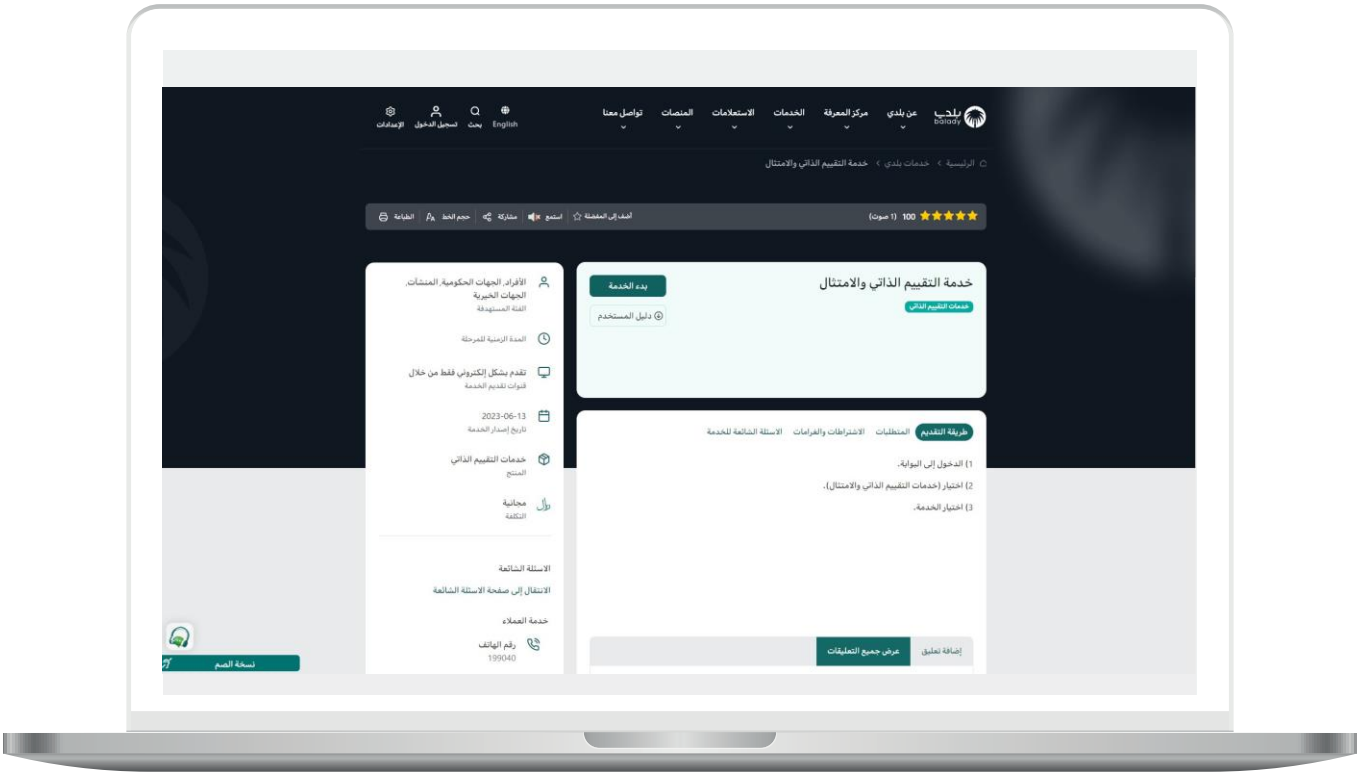


2) The next screen displays (**Self-Assessment Services**), which include: (**Self-Assessment and Compliance**) and (**Viewing Assessment Items**).

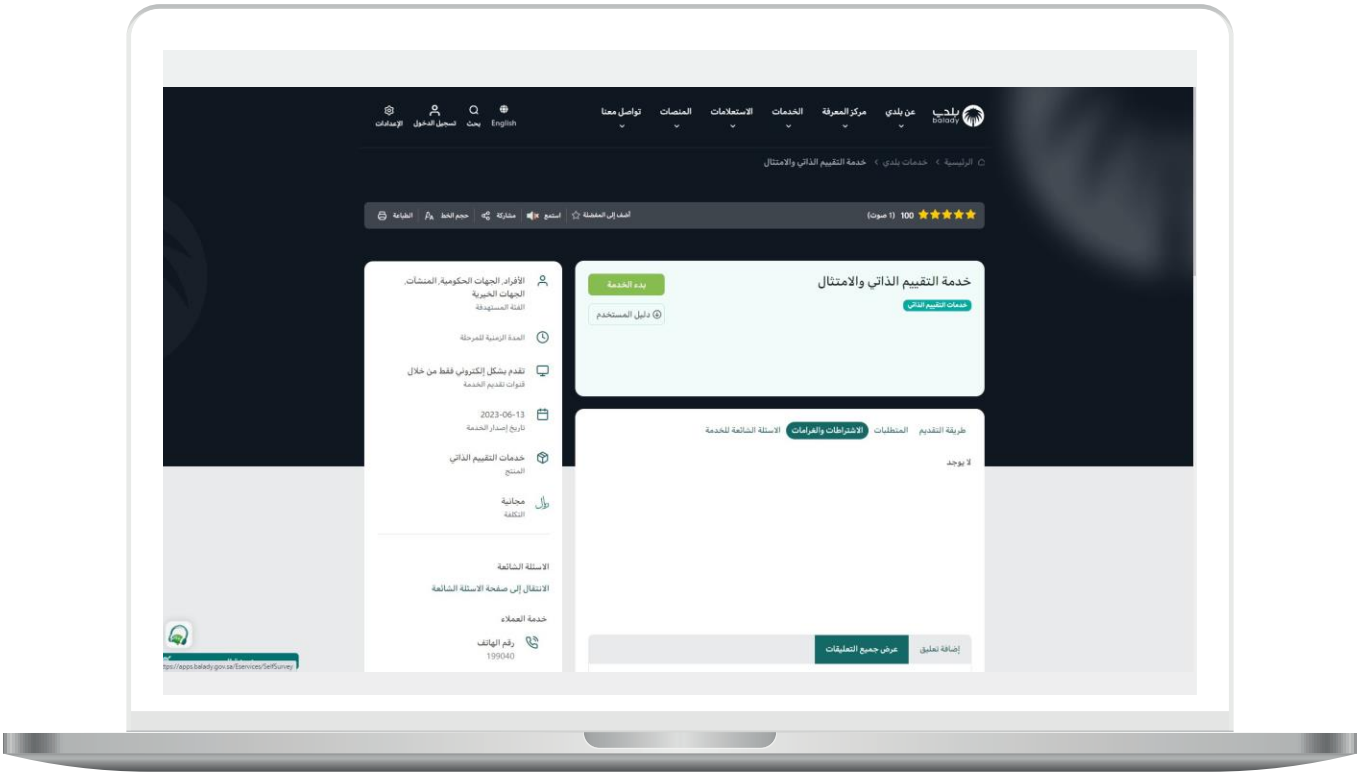


Self-Assessment and Compliance Service

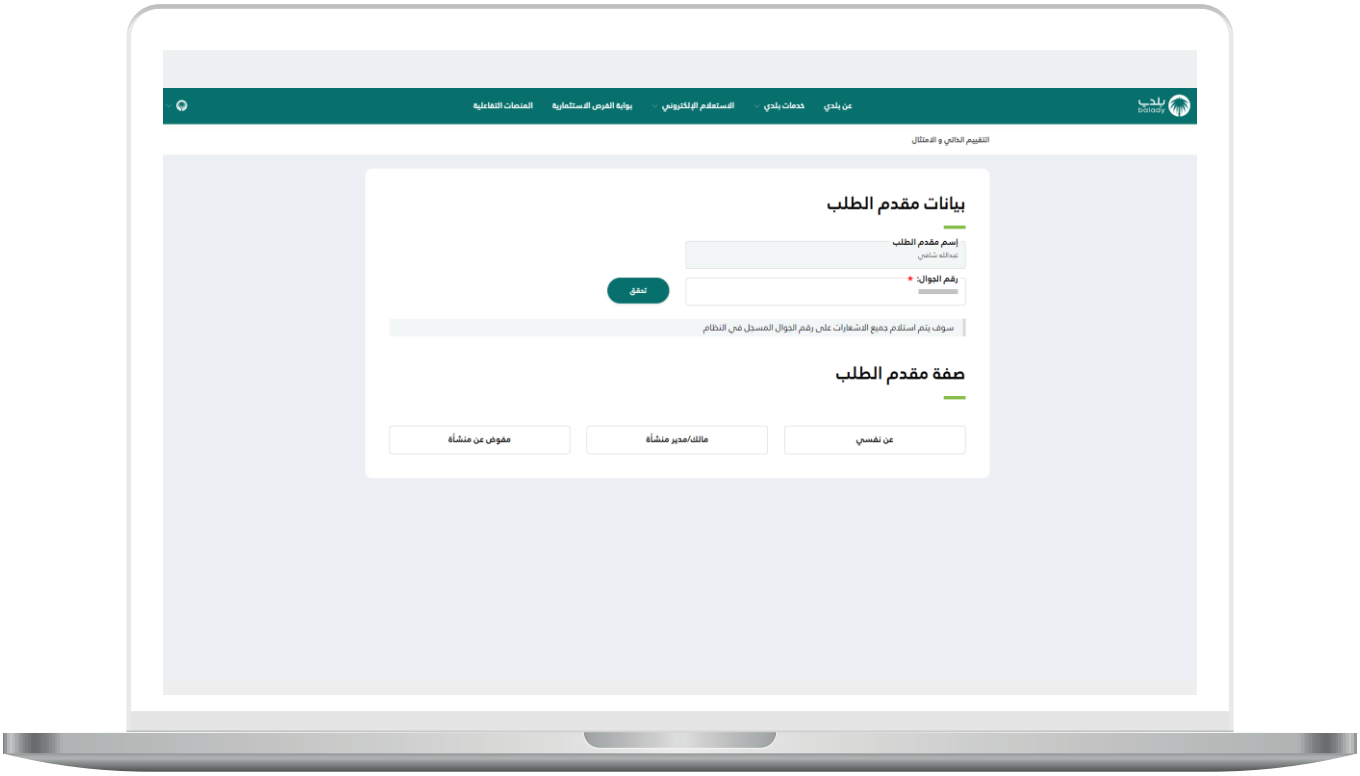
1) Upon selecting this service, a new screen appears displaying service requirements, including (**How to Apply, Requirements, Conditions, and Penalties**).



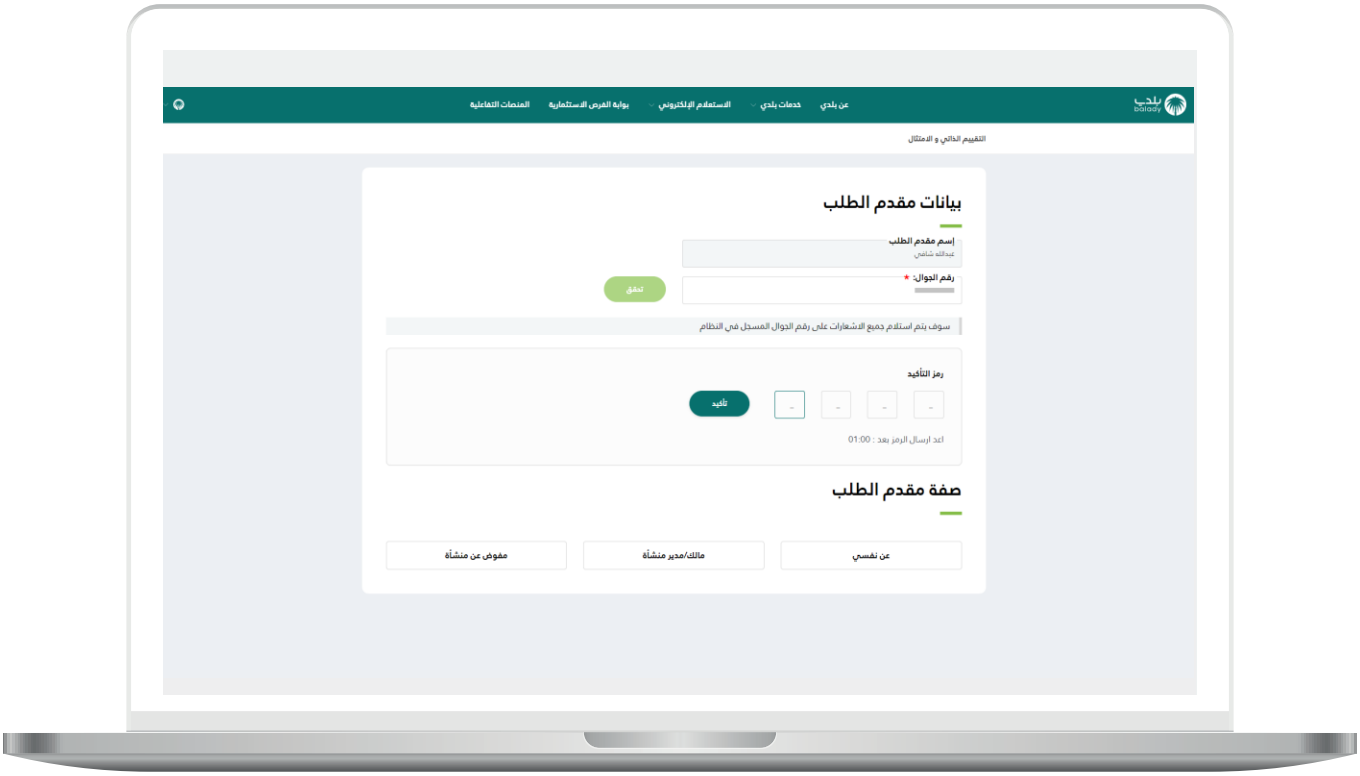
2) Click (**Start Service**) to proceed.



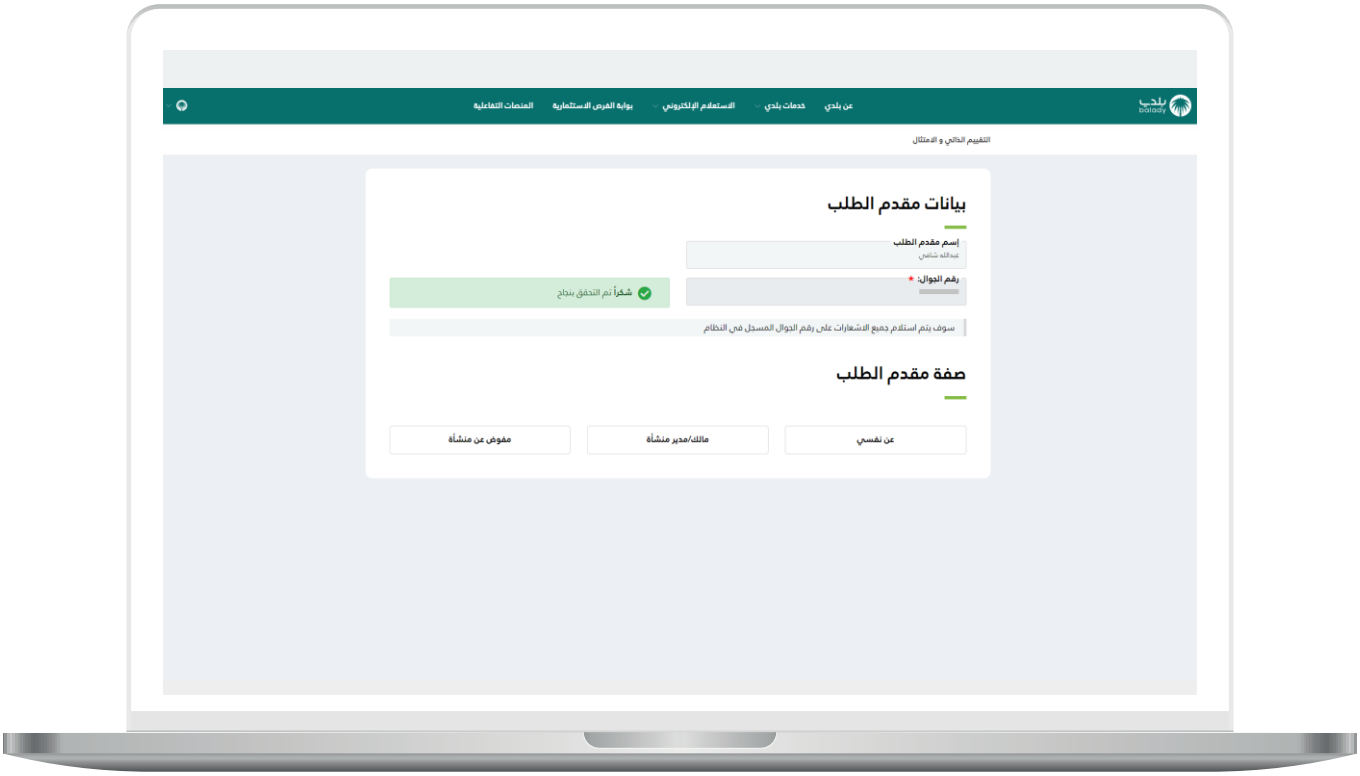
3) The next screen will appear, where the applicant's information is verified by entering the value in the field (**Mobile Number**) and clicking (**Verify**).



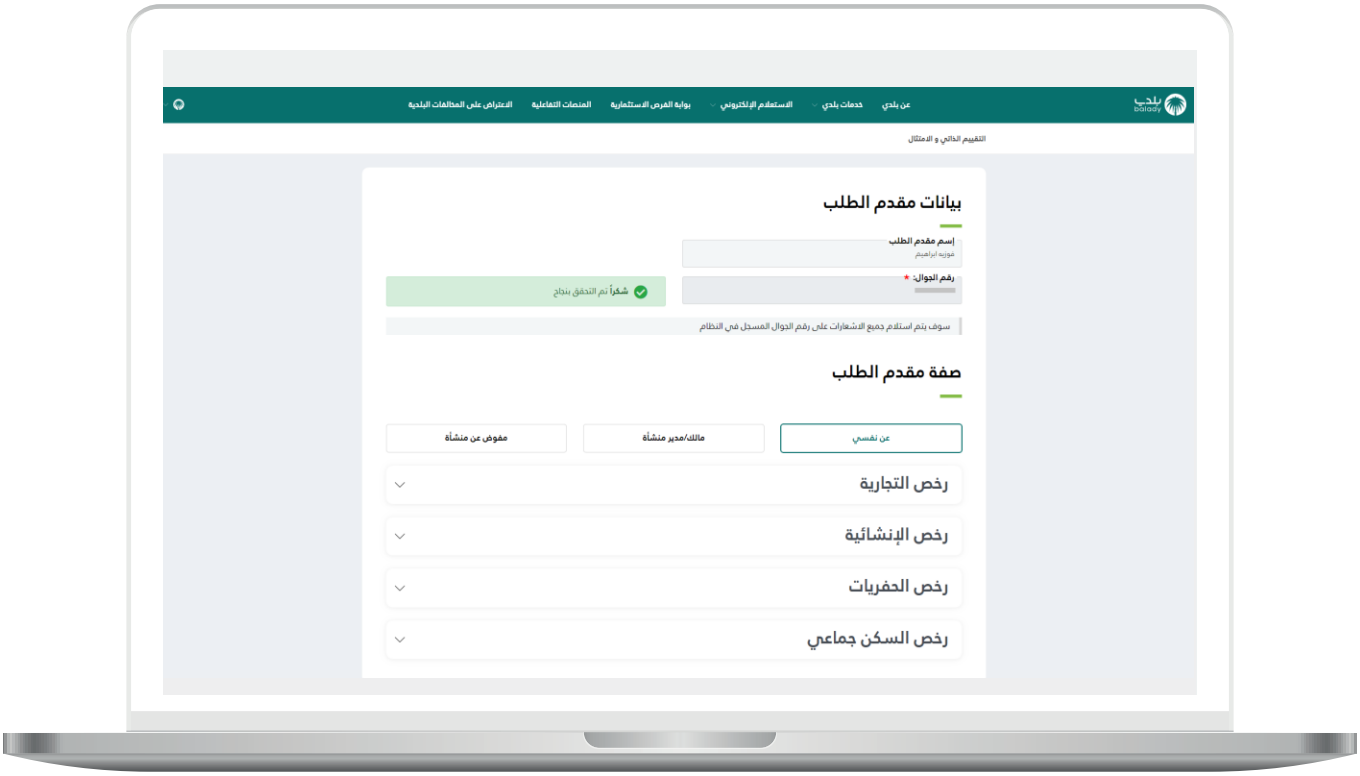
4) A code will then be sent to the user's mobile, which they must enter in the (**Verification Code**) field and click the (**Confirm**) button, as shown in the following screenshot.



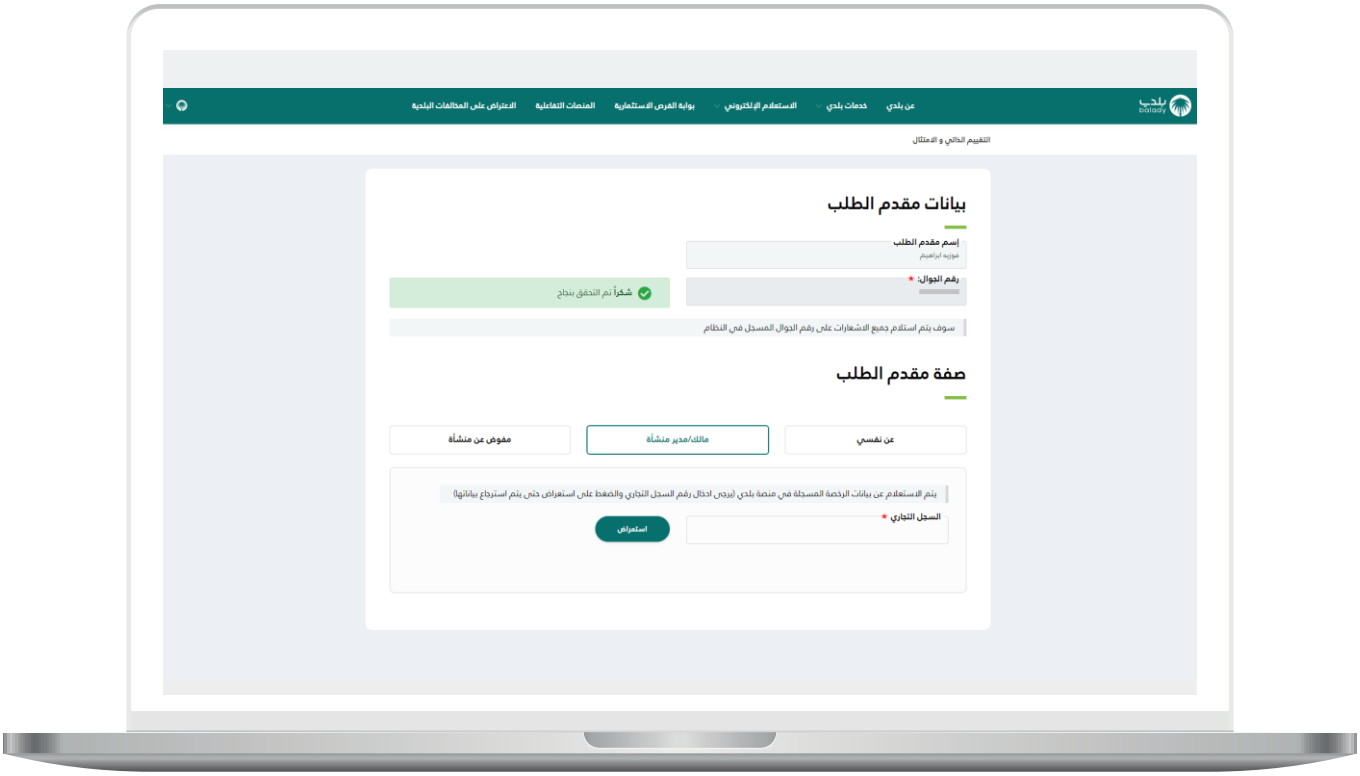
5) After verification, a message appears stating (**Thank you, verification successful**). The system then allows the user to select their applicant role from the following options: (**For Myself**), (**Owner or Manager of an Establishment**), (**Authorized Representative**).



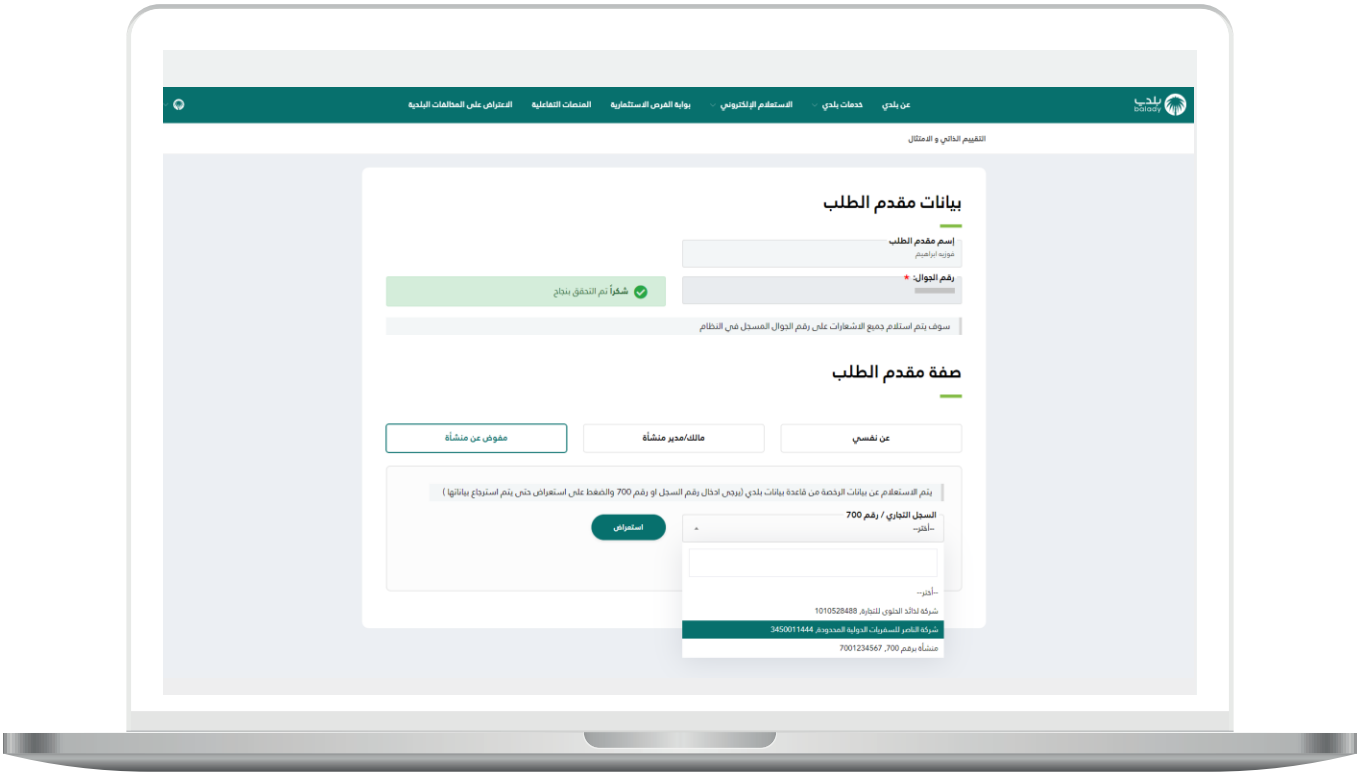
6) If (**For Myself**) is selected, registered licenses appear, categorized as: (**Commercial Licenses**), (**Construction Licenses**), (**Excavation Permits**),(**Collective Housing Permits**).



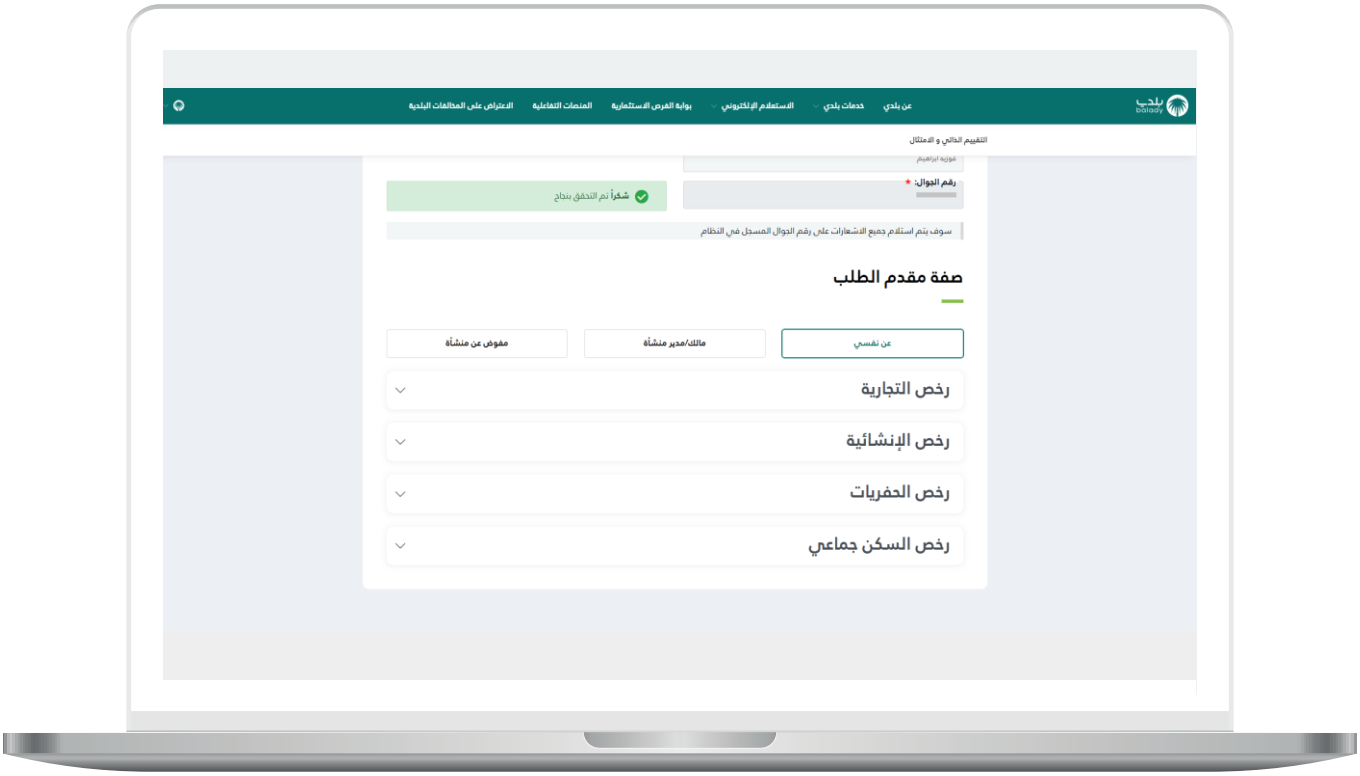
7) If (**Owner or Manager of an Establishment**) is selected, an additional field appears for the (**Commercial Register**), which must be entered before clicking (**Browse**).



8) If (**Authorized Representative**) is selected, a dropdown menu appears to select the (**Commercial Registration Number/700**), then the user clicks (**Browse**).



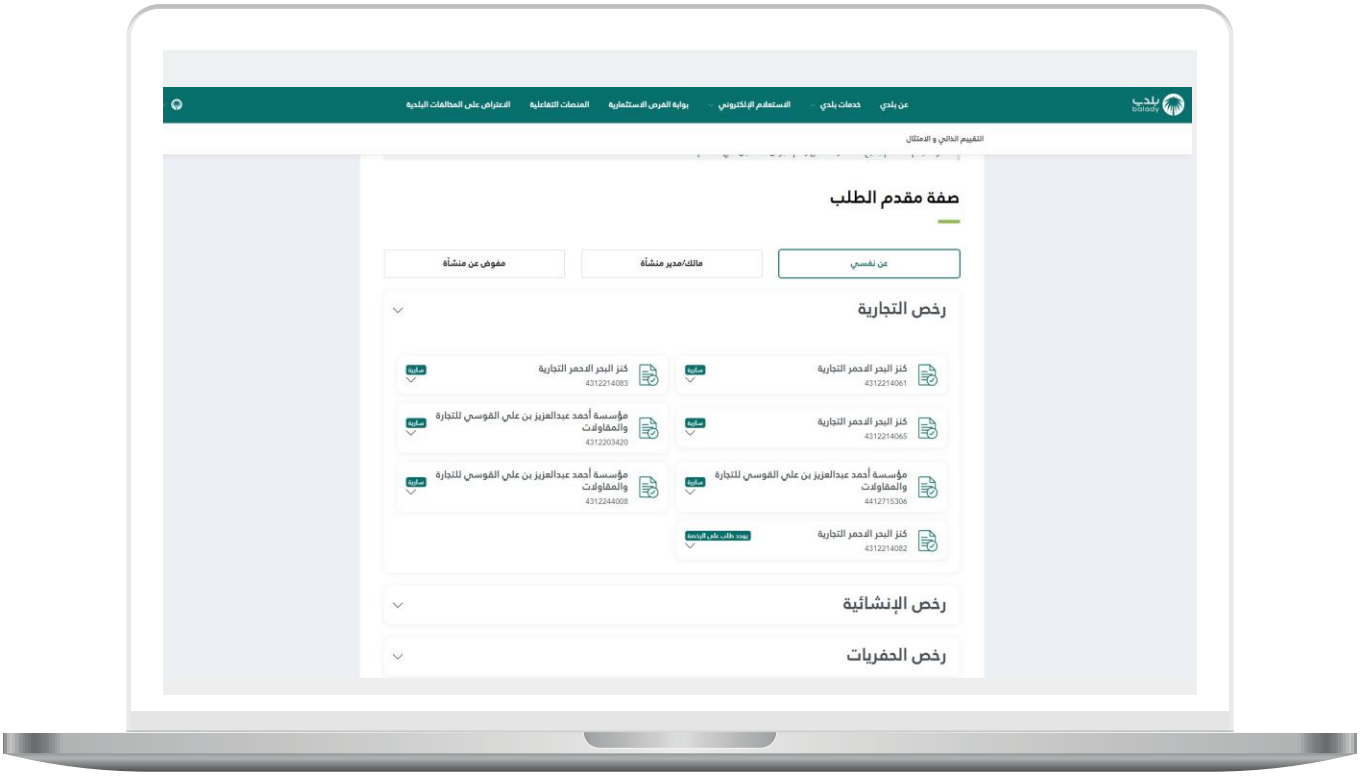
9) In this example, the role (**For Myself**) was selected, displaying the registered licenses under the National ID, categorized as (**Commercial Licenses**), (**Construction Licenses**), (**Excavation Permits**), and (**Collective Housing Permits**).



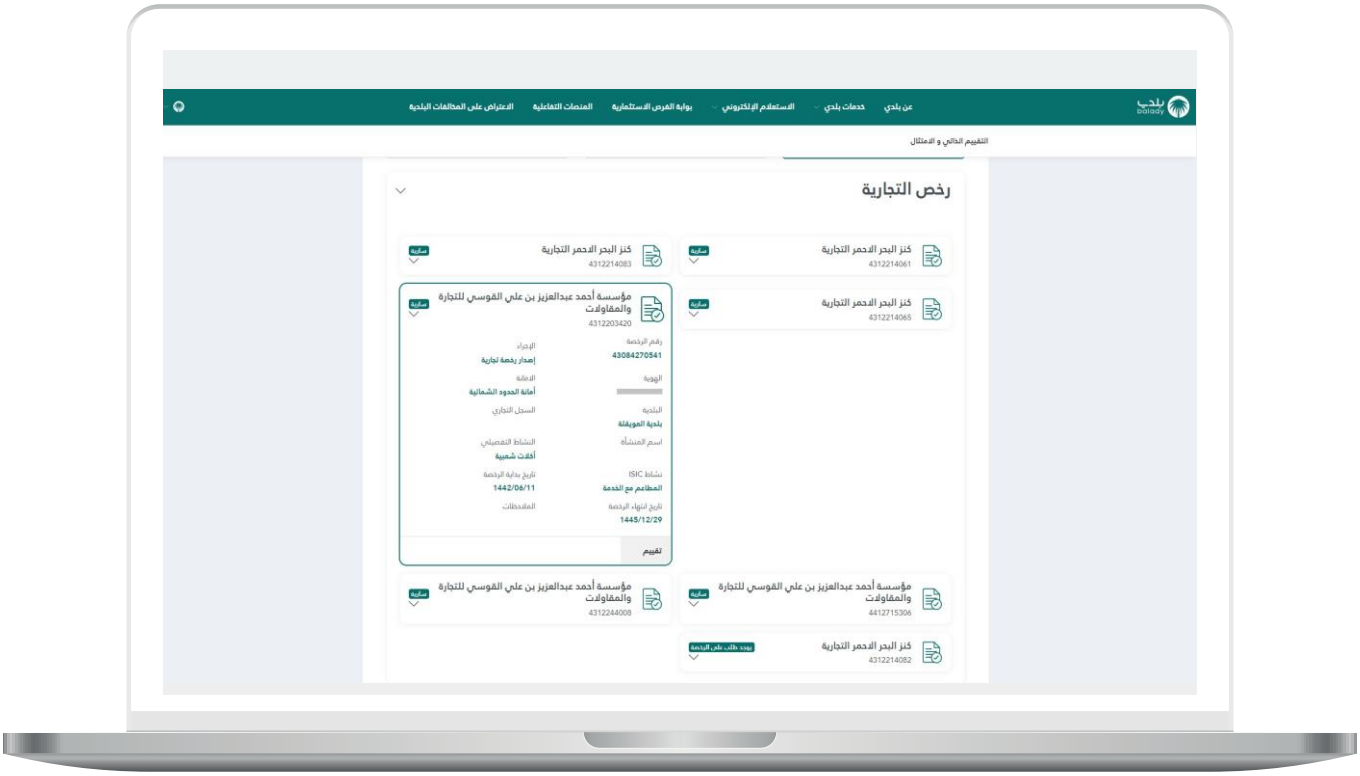
Commercial Licenses

1) Upon selection, registered commercial licenses associated with the user's (**Commercial Register Number**) appear.

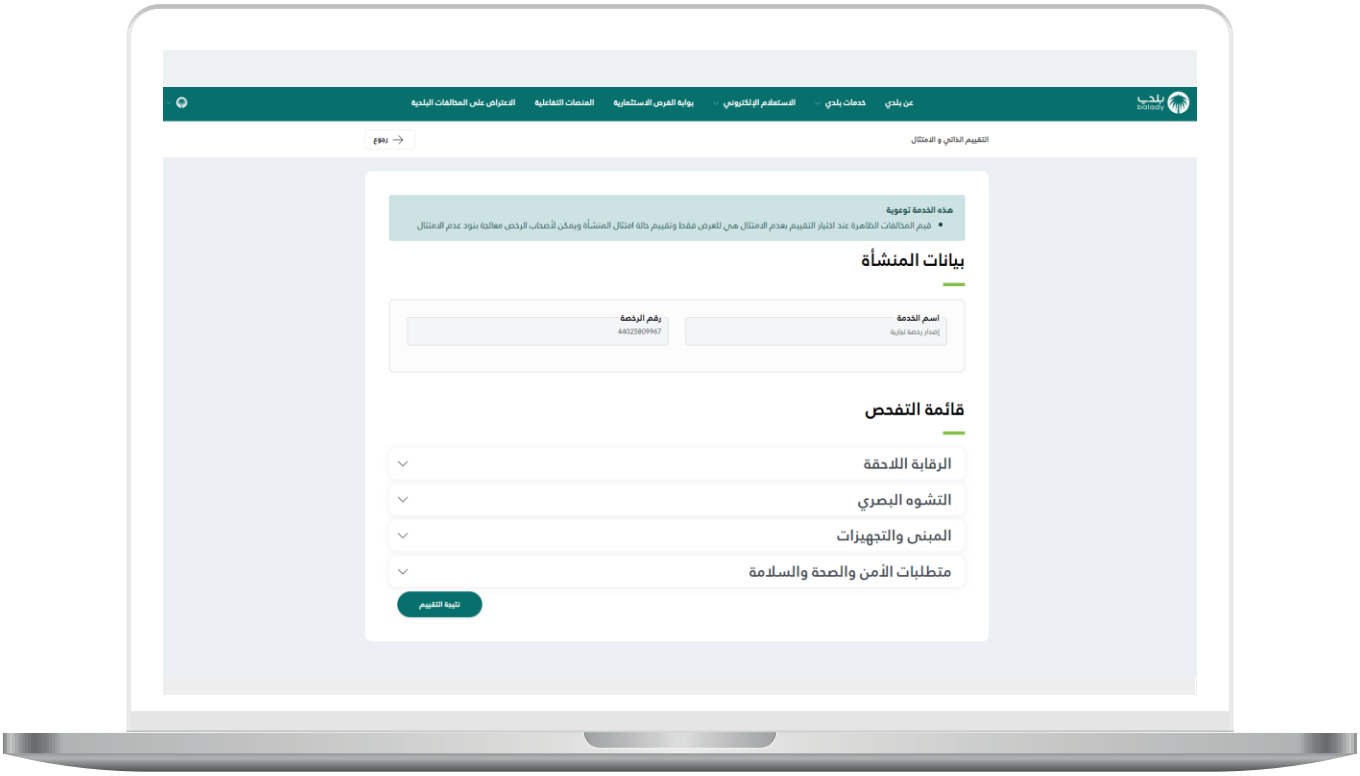
The user selects a license to evaluate.



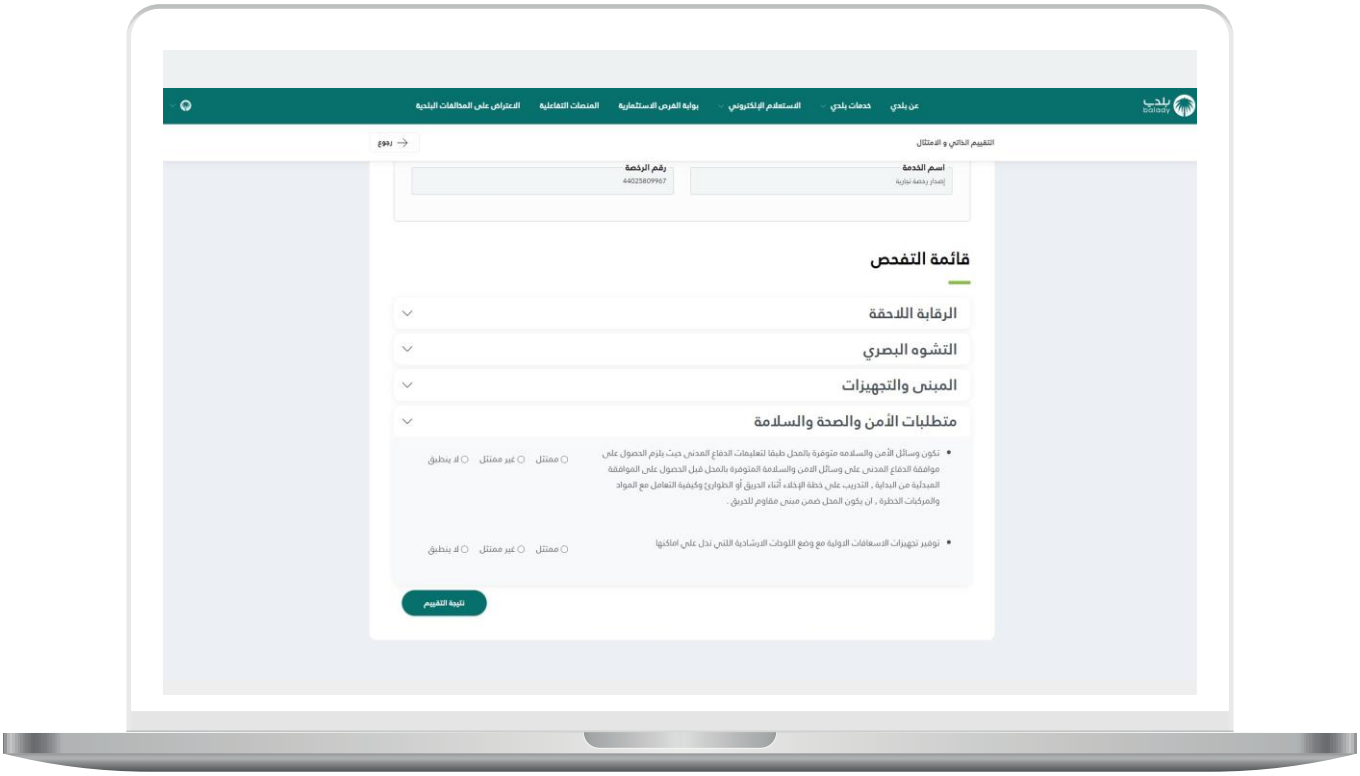
2) License details are displayed, and the user clicks (**Evaluate**).



3) The next screen presents (**Establishment Information**) and an (**Inspection Checklist**).

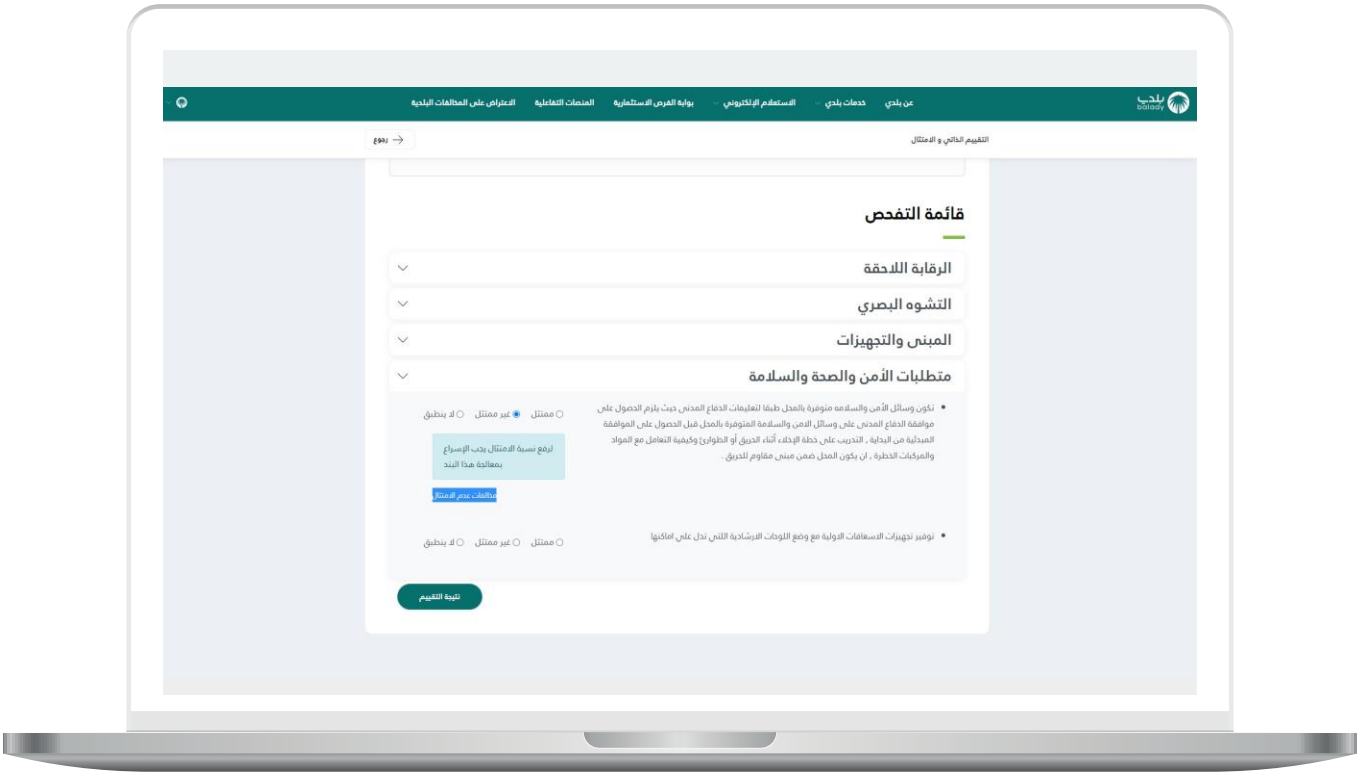


4) The user selects compliance status for each item: (**Compliant**), (**Non-Compliant**), (**Not Applicable**).

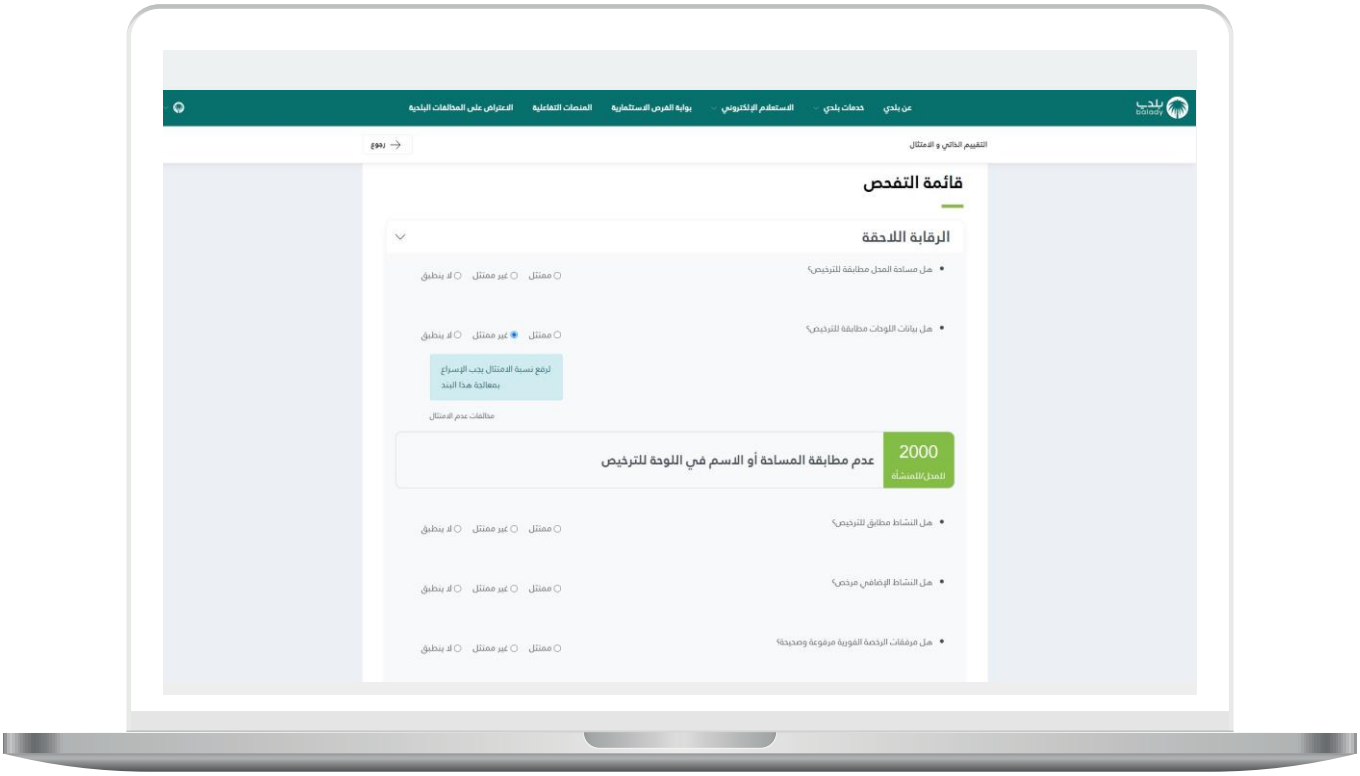


5) If (**Non-Compliant**) is selected, a prompt appears indicating (**To increase compliance, this issue must be addressed promptly**).

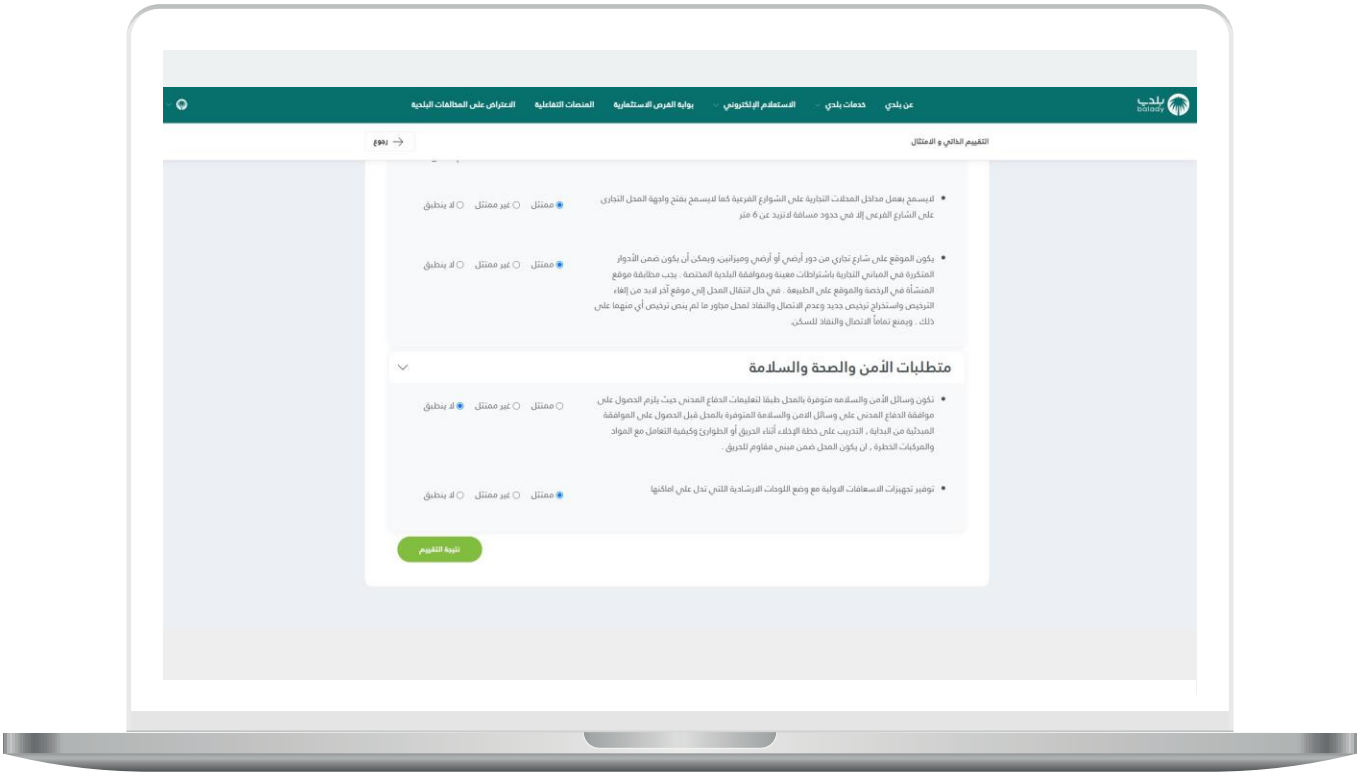
The link to (**Non-compliance Violations**) then appears.



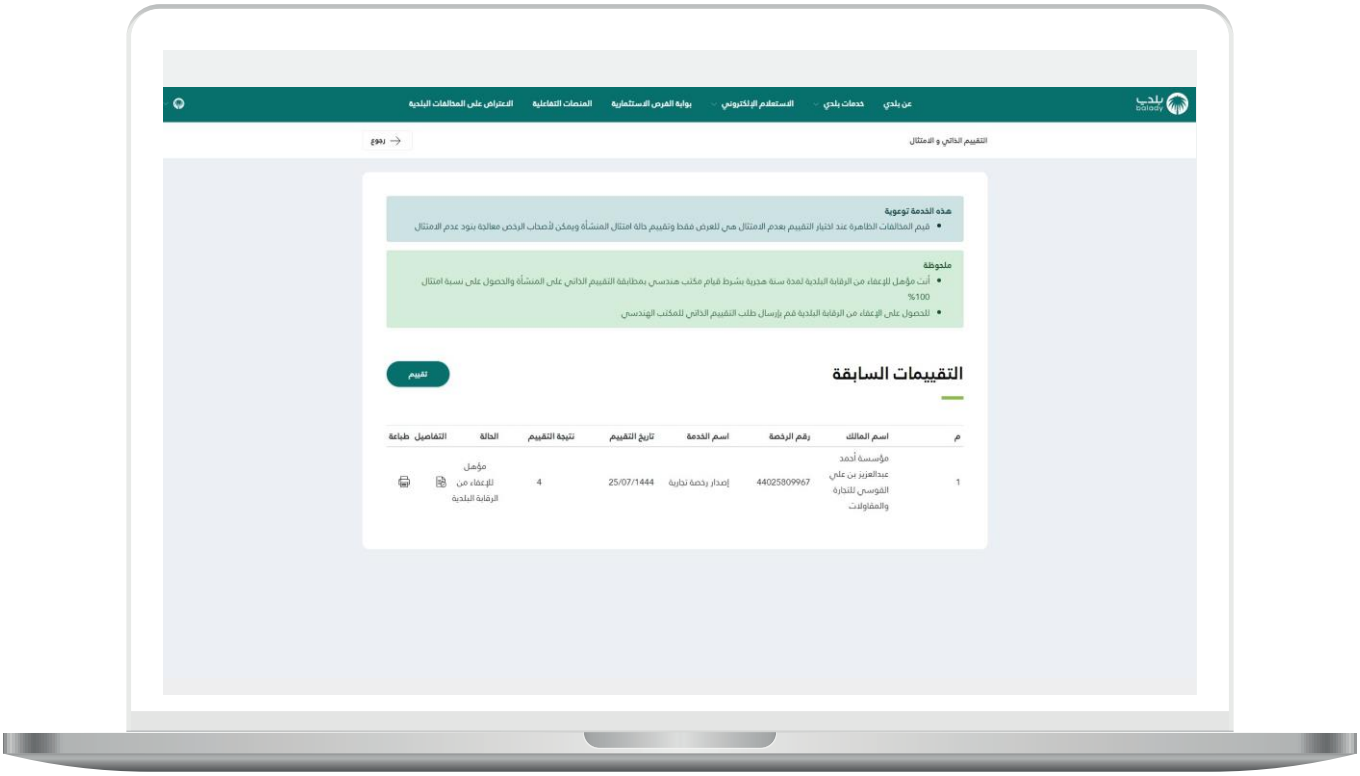
6) After clicking on the (**Non-compliance Violations**) link, the violation's value and name are displayed.



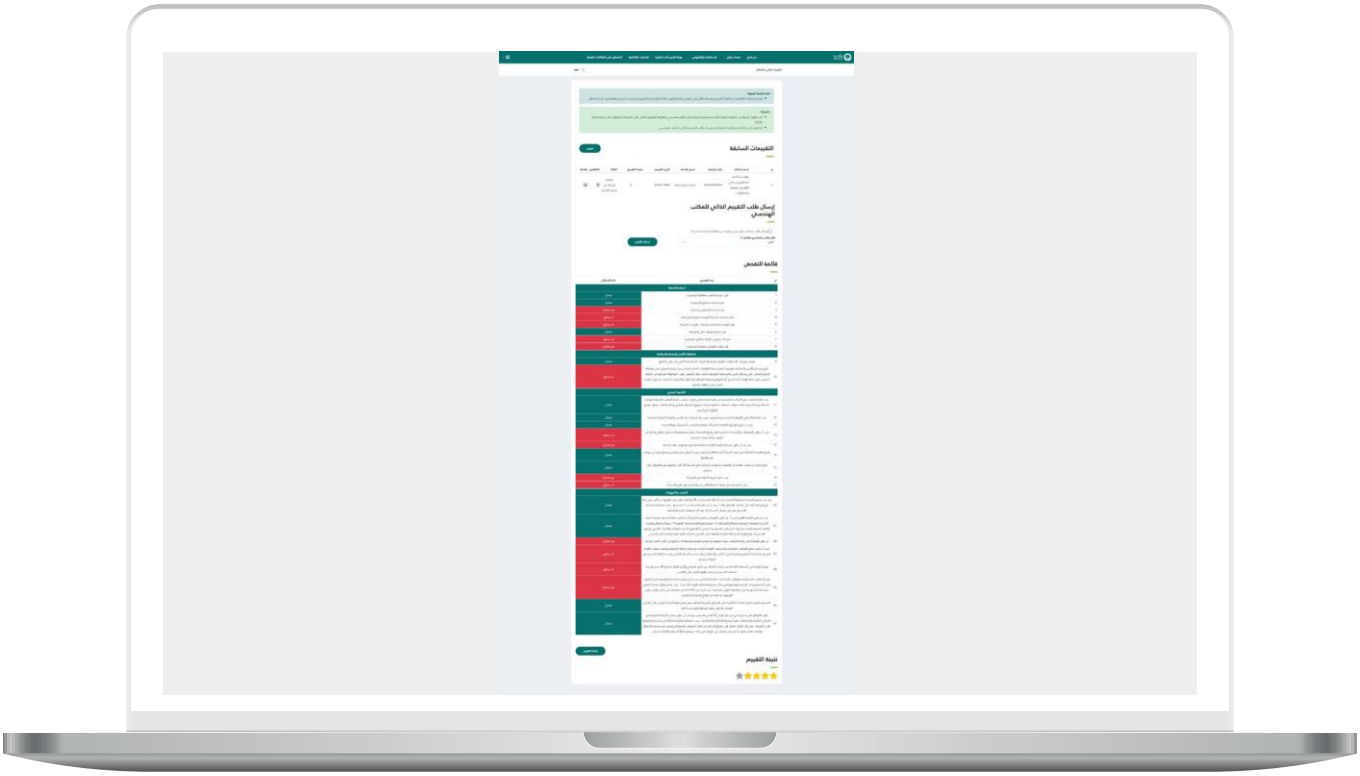
7) Once the assessment is completed, click (**Assessment Result**).



8) The evaluation result is then saved and displayed in the evaluation table, as shown below.

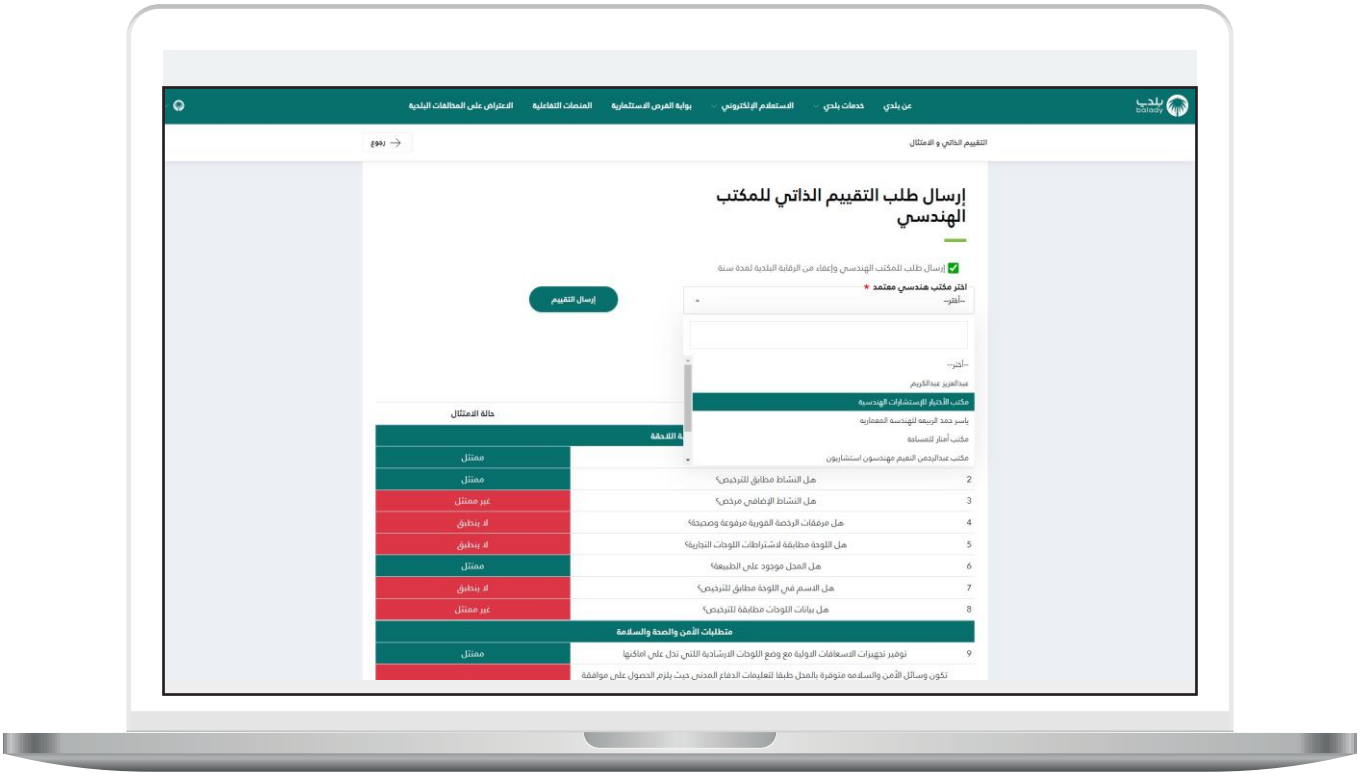


9) When the user clicks on the paper icon in the (**Details**) column, they have the option to send the evaluation request to the engineering office. Additionally, the evaluation result can be printed by clicking the printer icon in the (**Print**) column.

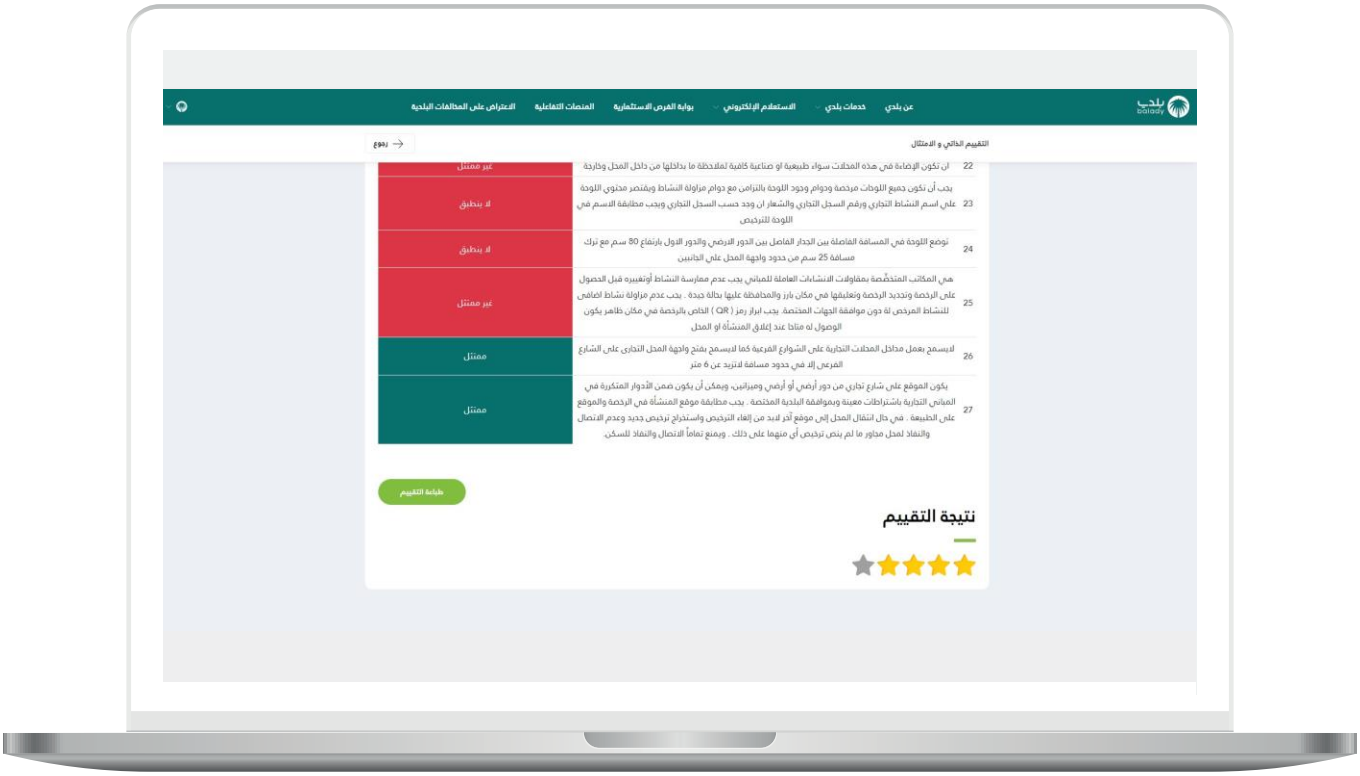


10) To send the evaluation request to the engineering office, the user must select an accredited engineering office from the (**Choose an Accredited Engineering Office**) dropdown menu and click the (**Submit Evaluation**) button.

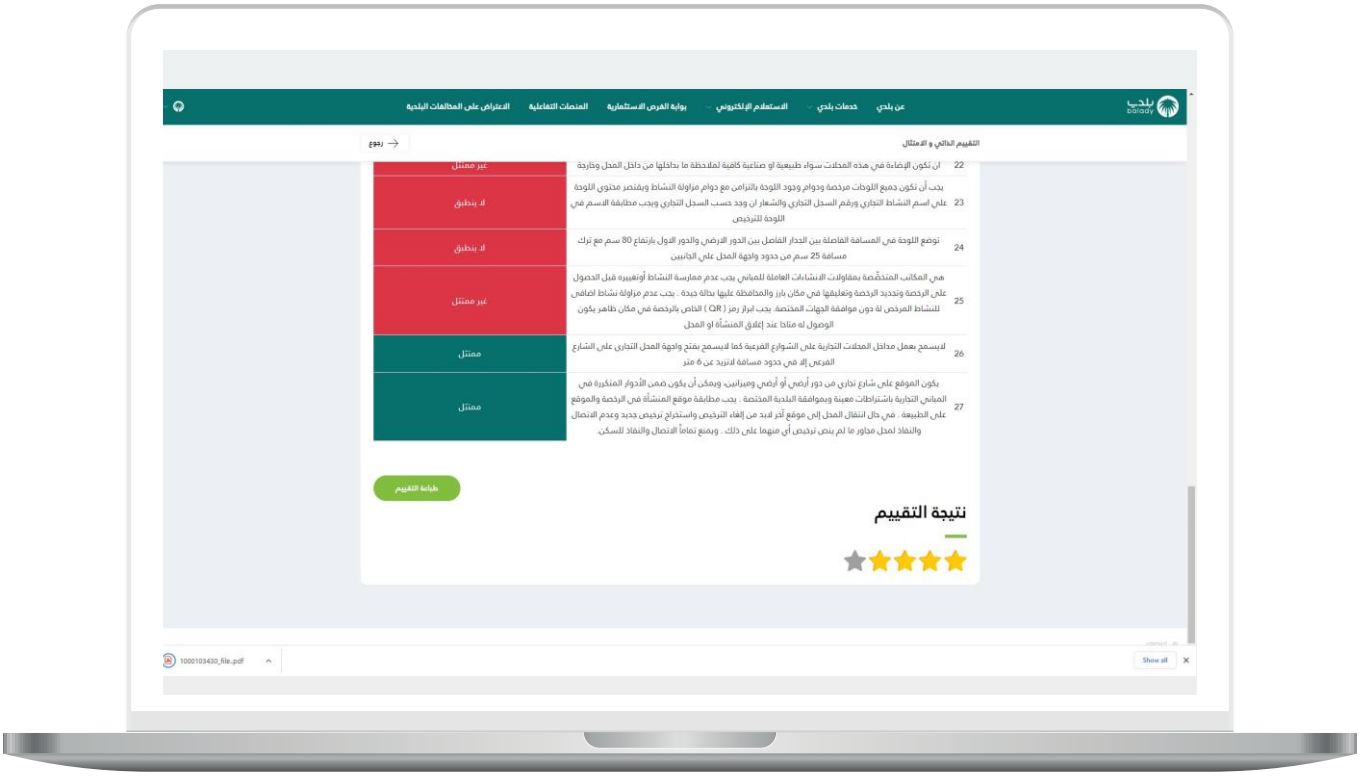
There is also an option to check the box (**Send request to the engineering office and waive municipal oversight for one year**).



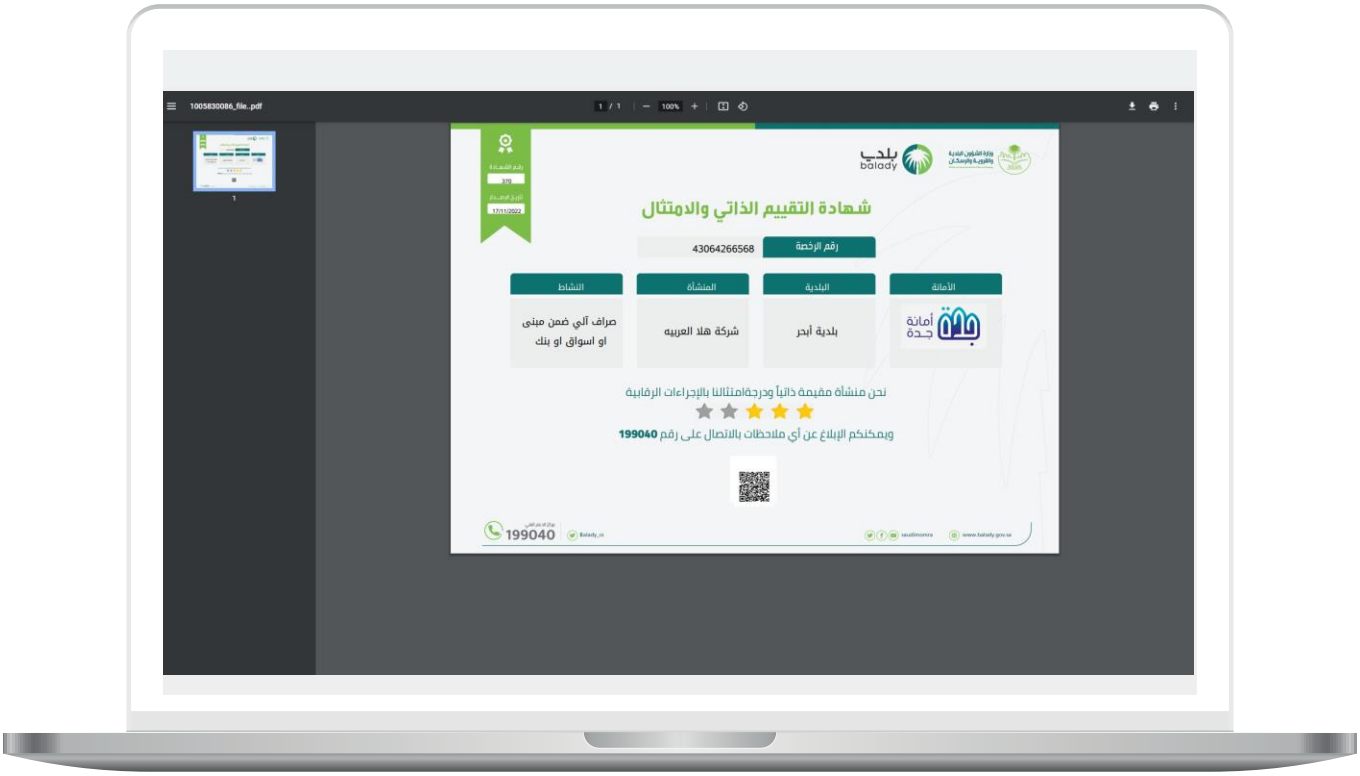
11) The evaluation can be printed by clicking the (**Print Evaluation**) button..



12) The evaluation result is then downloaded to the user's device as a PDF file.

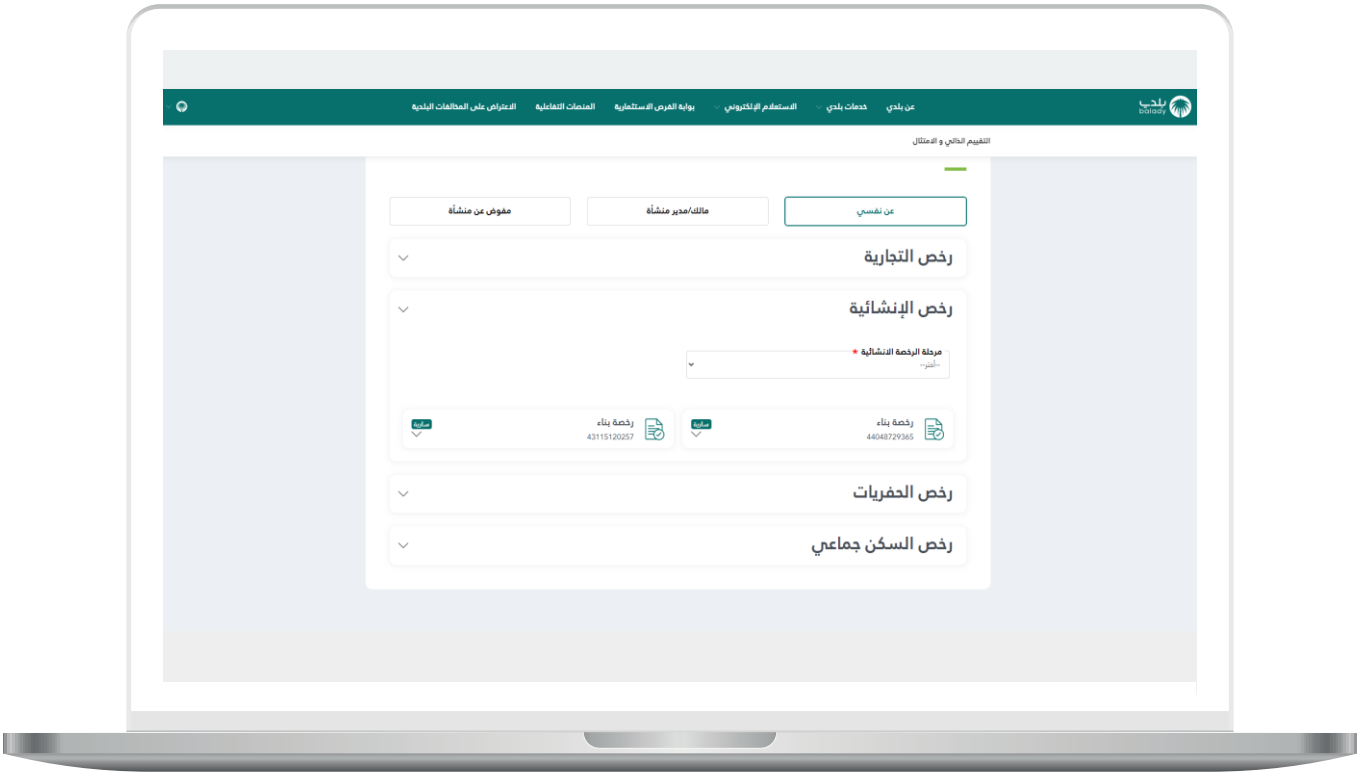


13) Clicking on the PDF file opens the (**Self-Evaluation and Compliance Certificate**) form, as shown below.

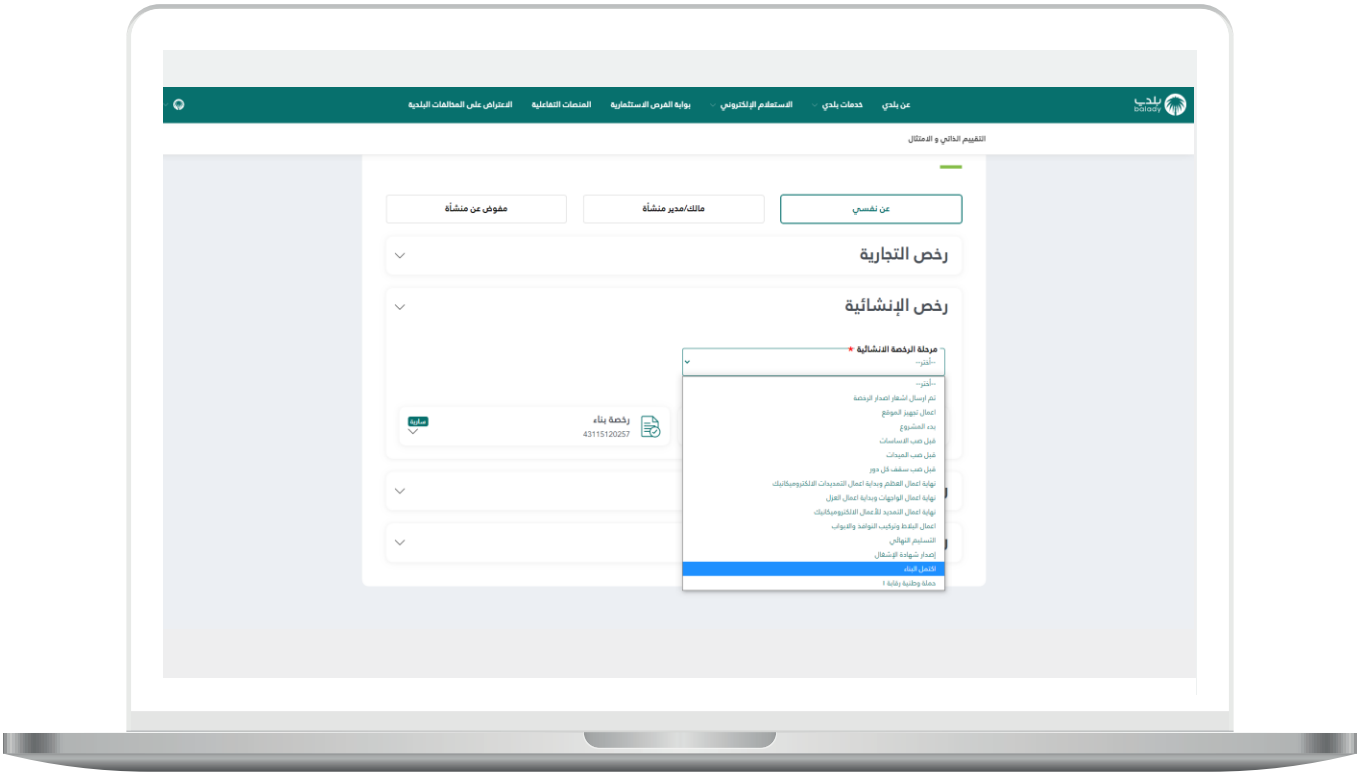


Construction Licenses

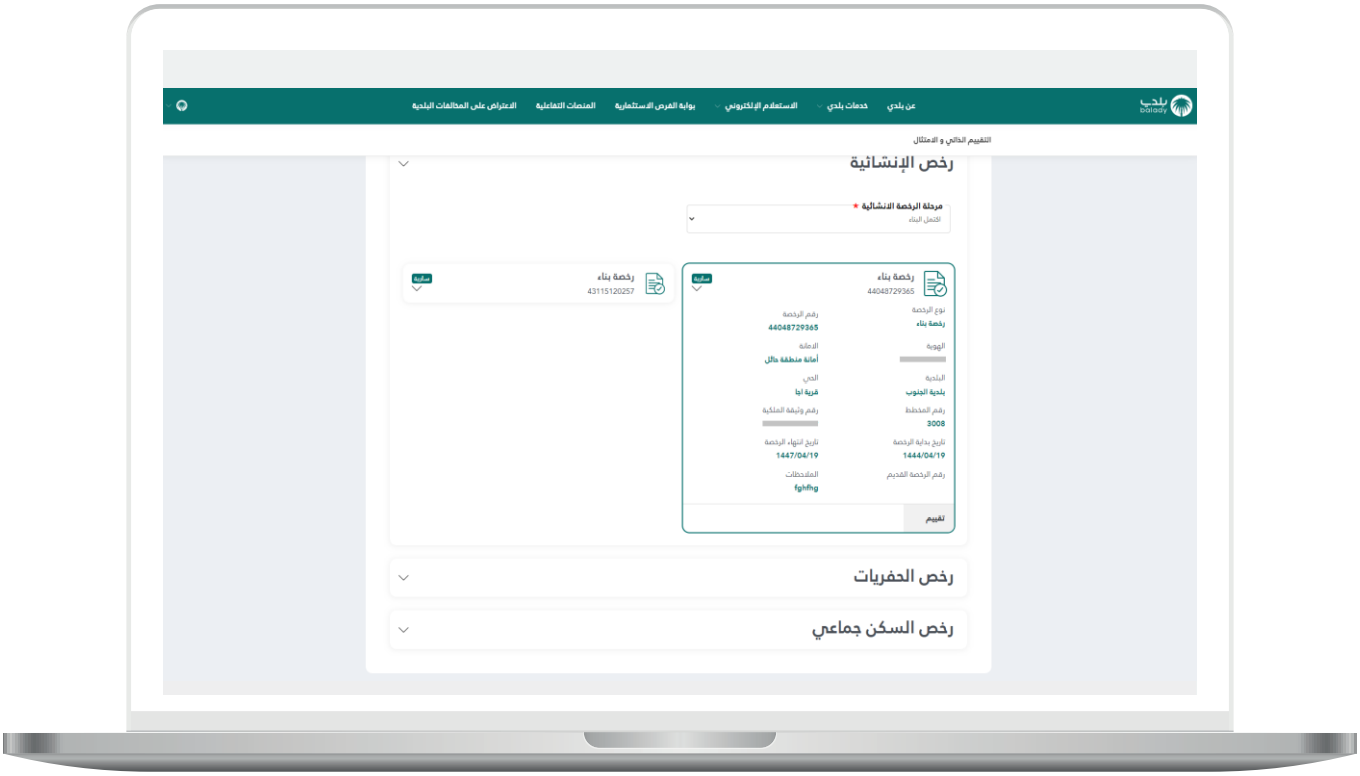
1) After selecting this menu, all construction licenses registered under the user's commercial register number are displayed, as shown below. A dropdown list also appears, containing all stages of the construction license.



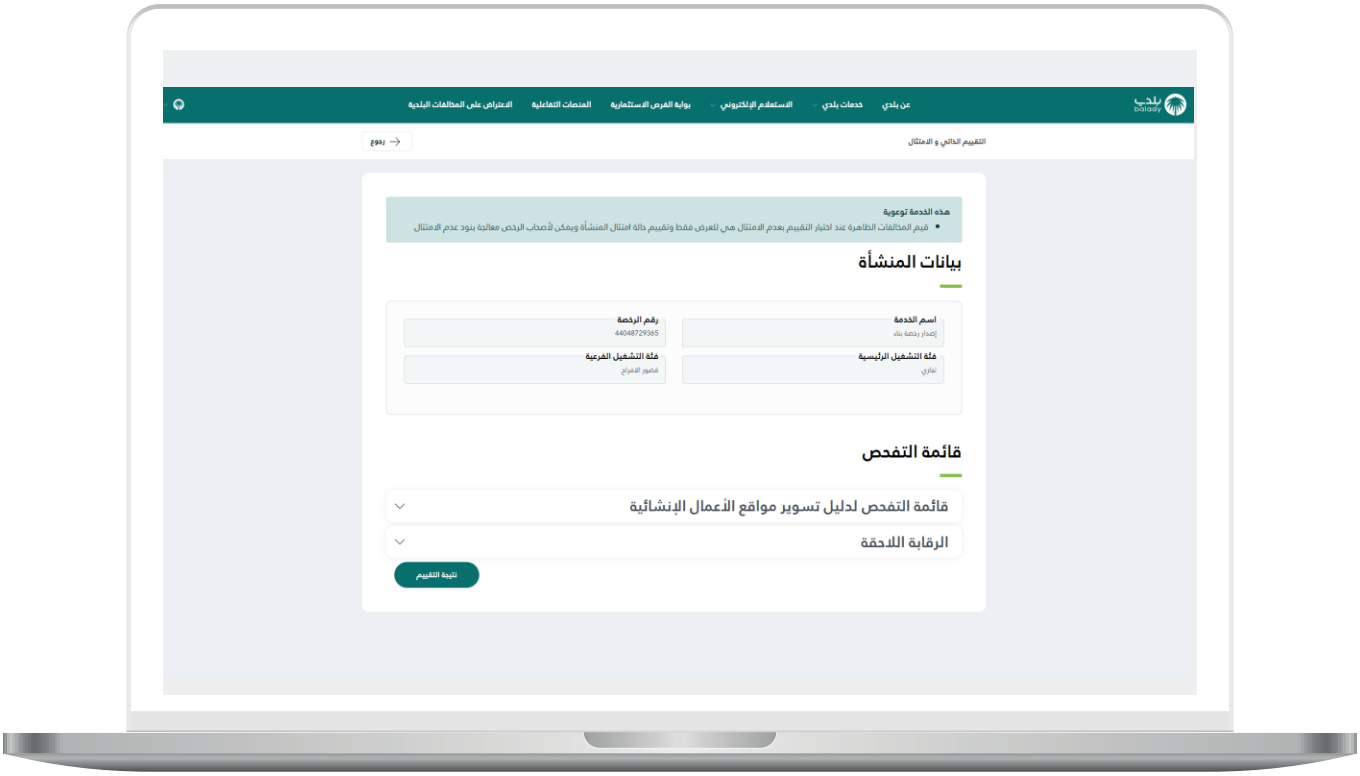
2) The user selects (**Construction Completed**) from the dropdown menu, as shown below.



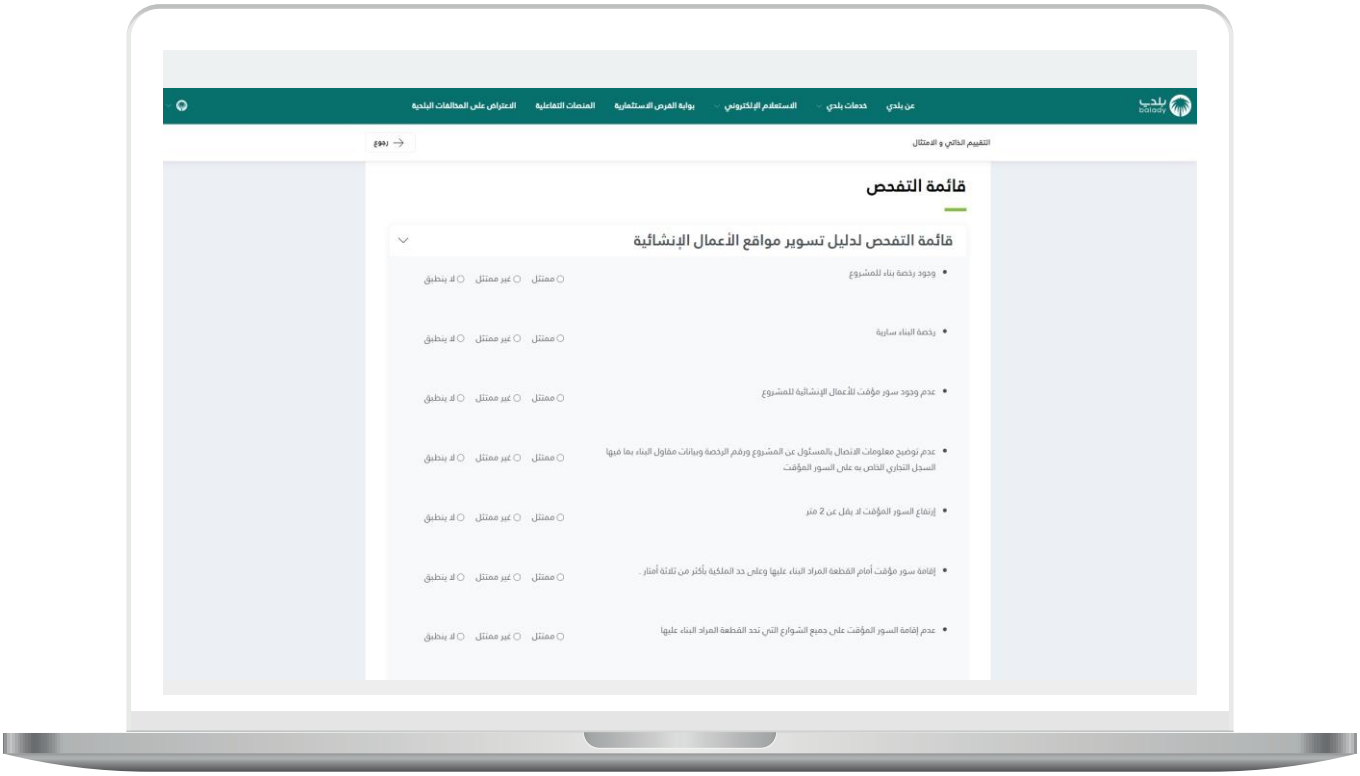
3) The user then selects the license to be evaluated, and the system displays its details, allowing the user to click the (**Evaluate**) button.



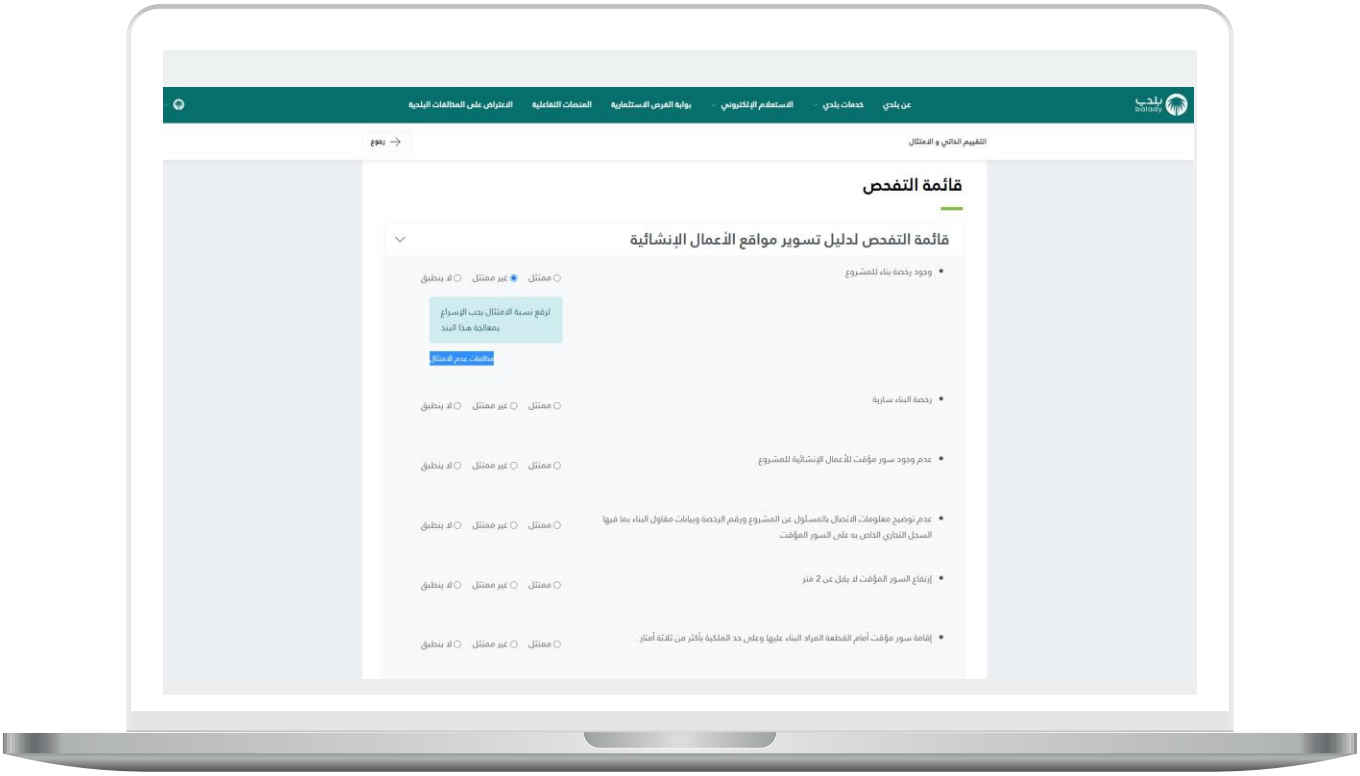
4) The next screen presents (**Establishment Information**) and an (**Inspection Checklist**).



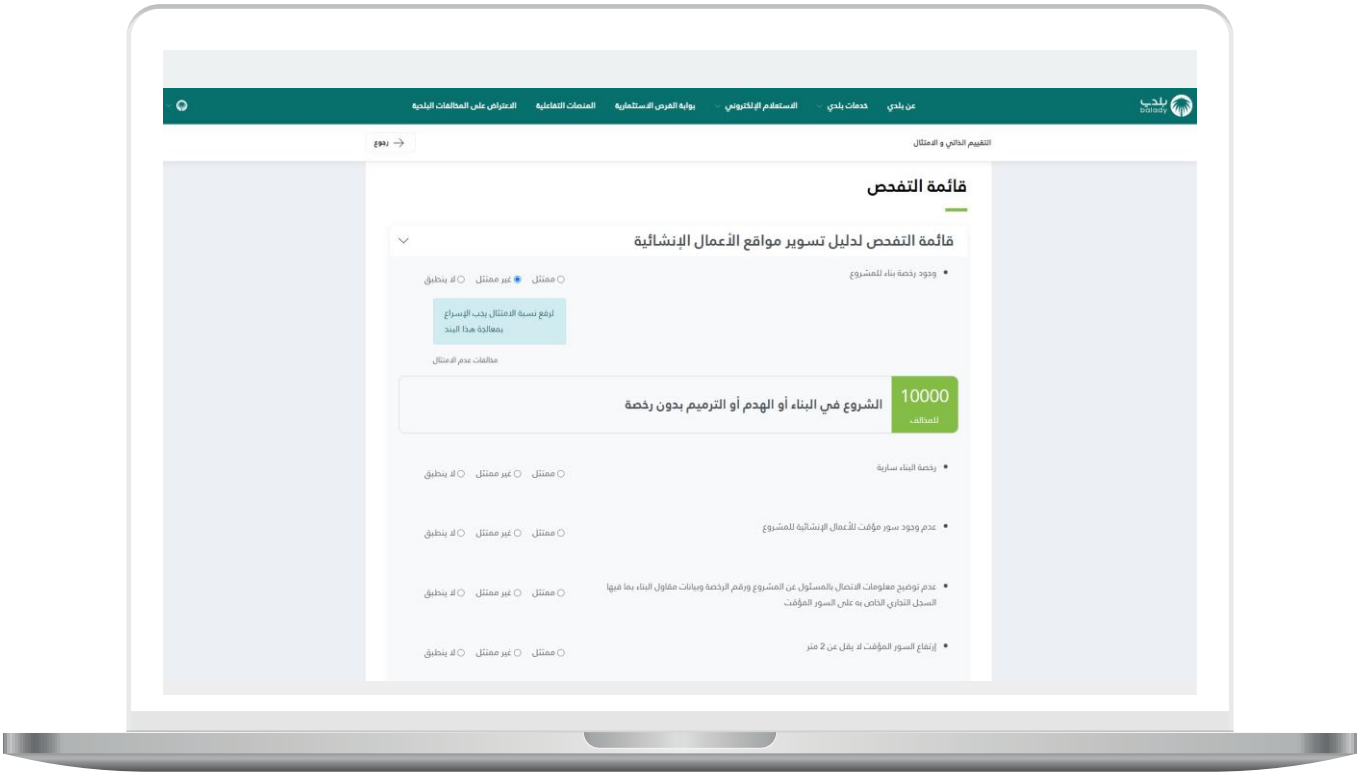
5) Upon selecting any sub-list from the inspection checklist, the corresponding inspection items are displayed, as shown in the example below. The user must select one of the following options for each item: Compliant, Non-compliant, or Not Applicable.



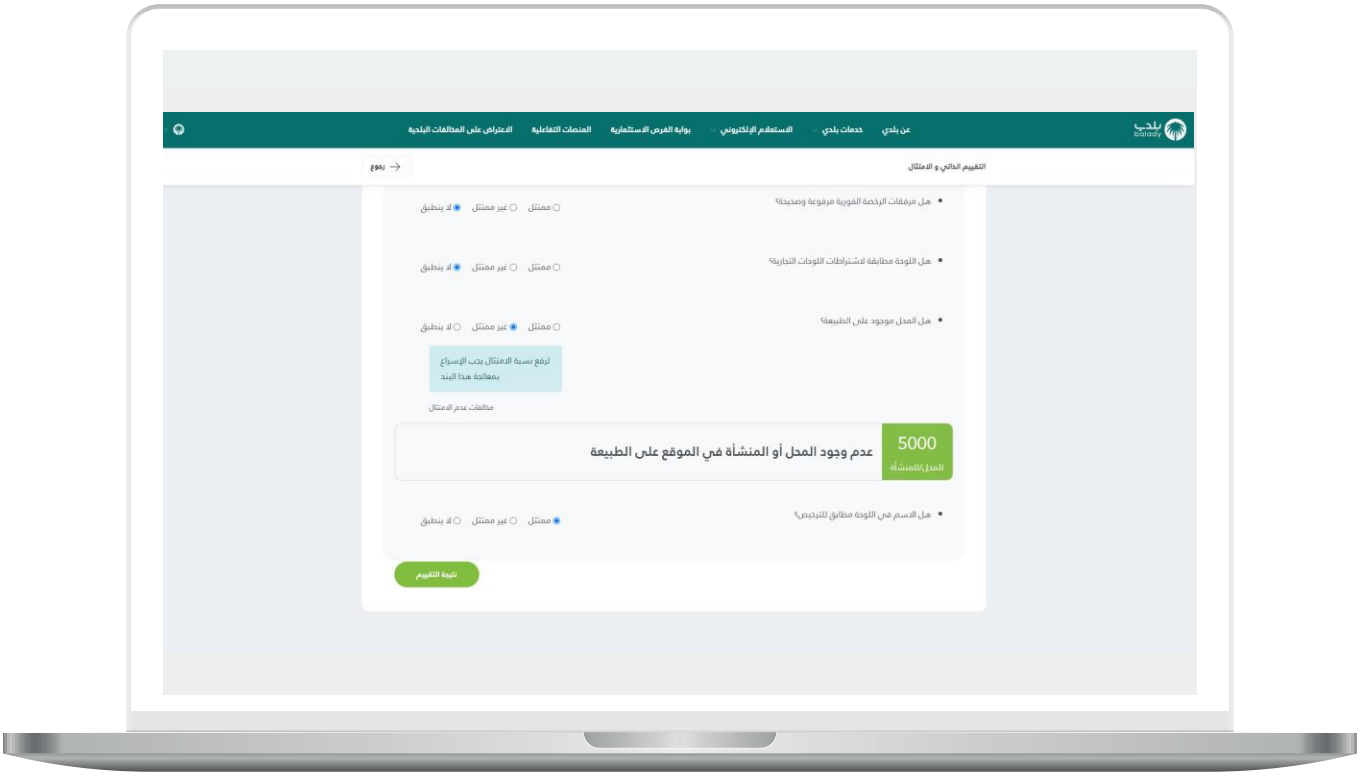
6) If (**Non-Compliant**) is selected, a prompt appears indicating (**To increase compliance, this issue must be addressed promptly**).



7) After clicking on the (**Non-compliance Violations**) link, the violation's value and name are displayed.

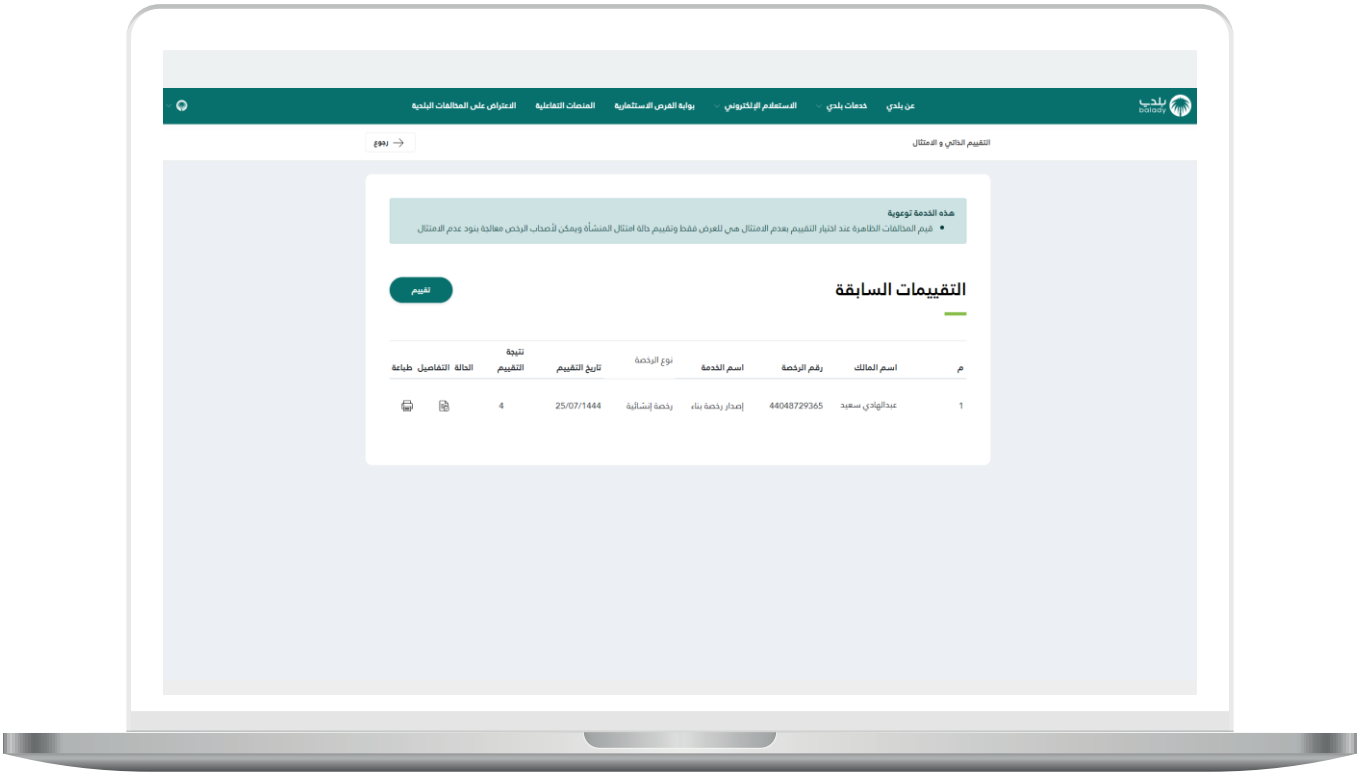


8) Once the assessment is completed, click (**Assessment Result**).

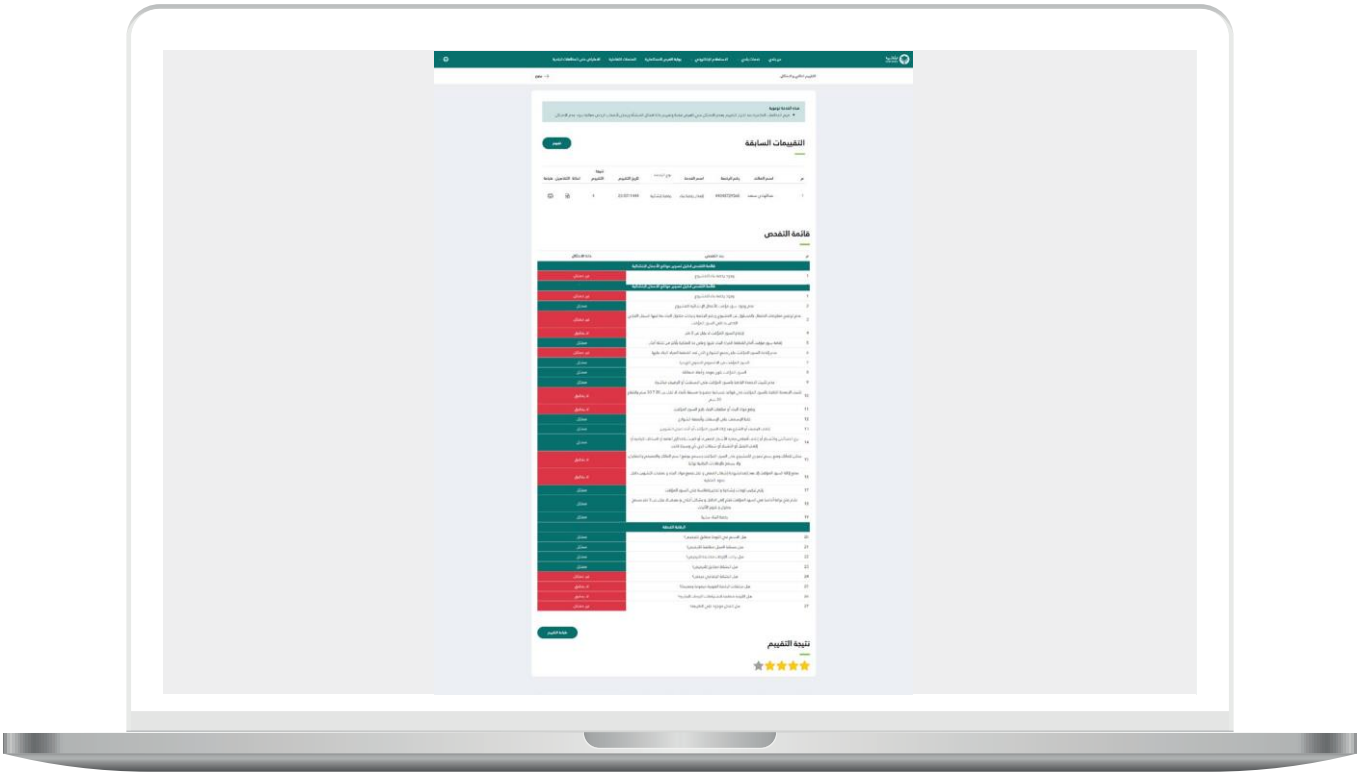


9) The evaluation result is then saved and displayed in the evaluation table, as shown below.

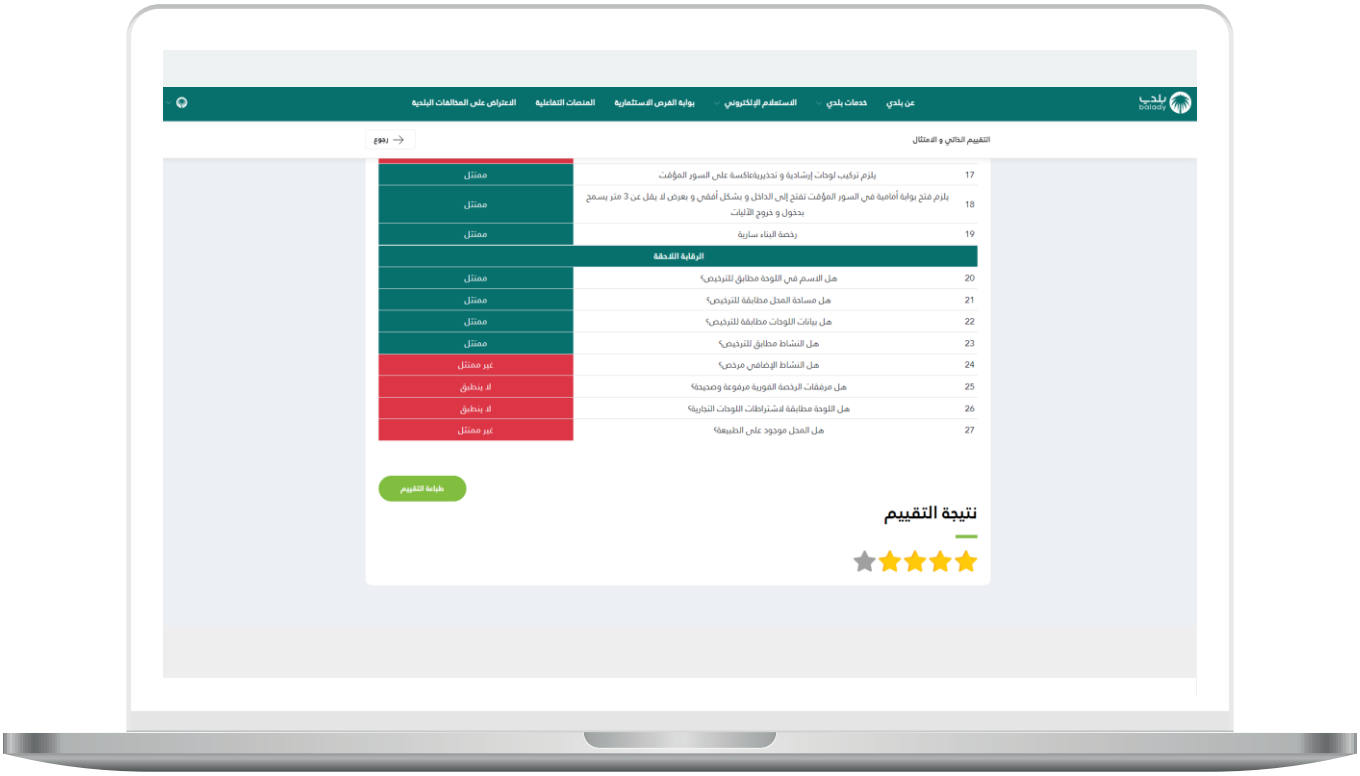
The user can view the evaluation details by clicking the paper icon in the (**Details**) column. Additionally, the evaluation result can be printed by clicking the printer icon in the (**Print**) column.



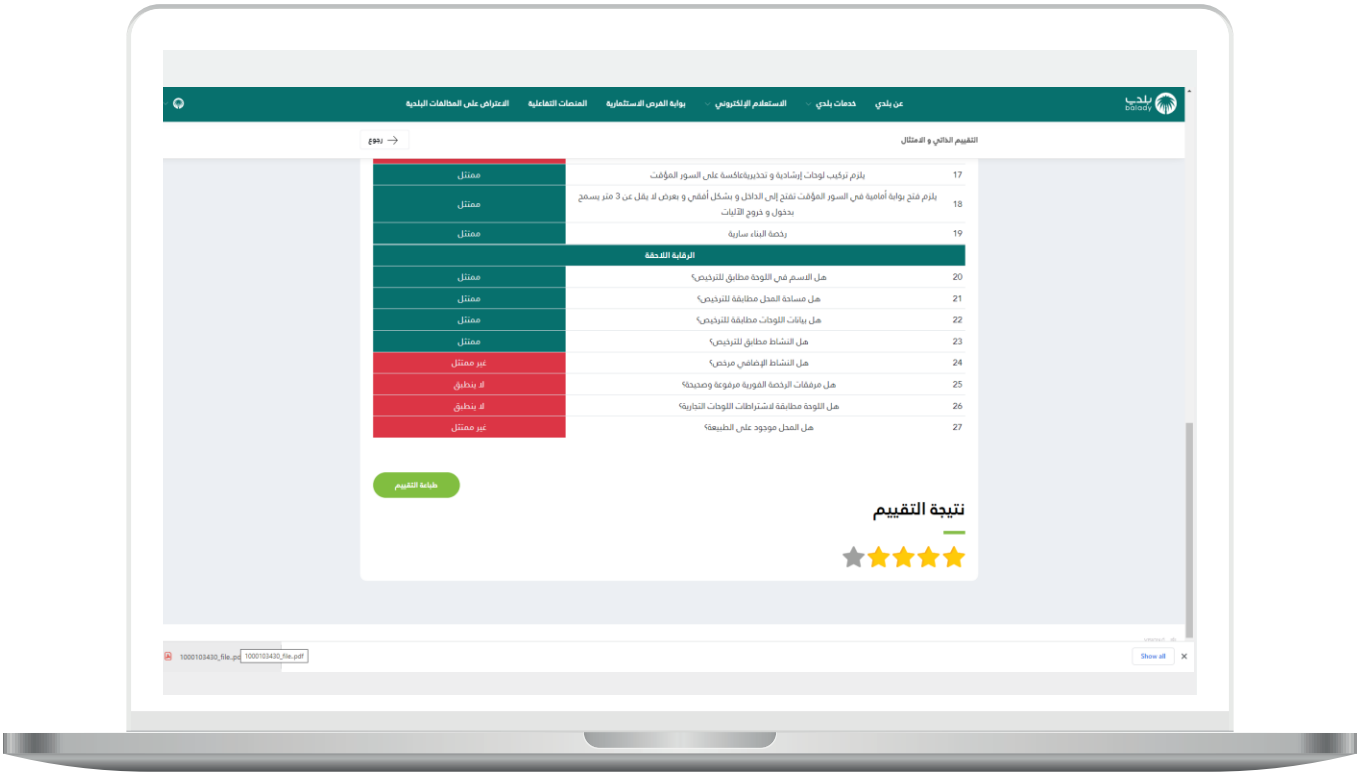
10) Clicking the paper icon in the (**Details**) column displays the evaluation details, as shown below.



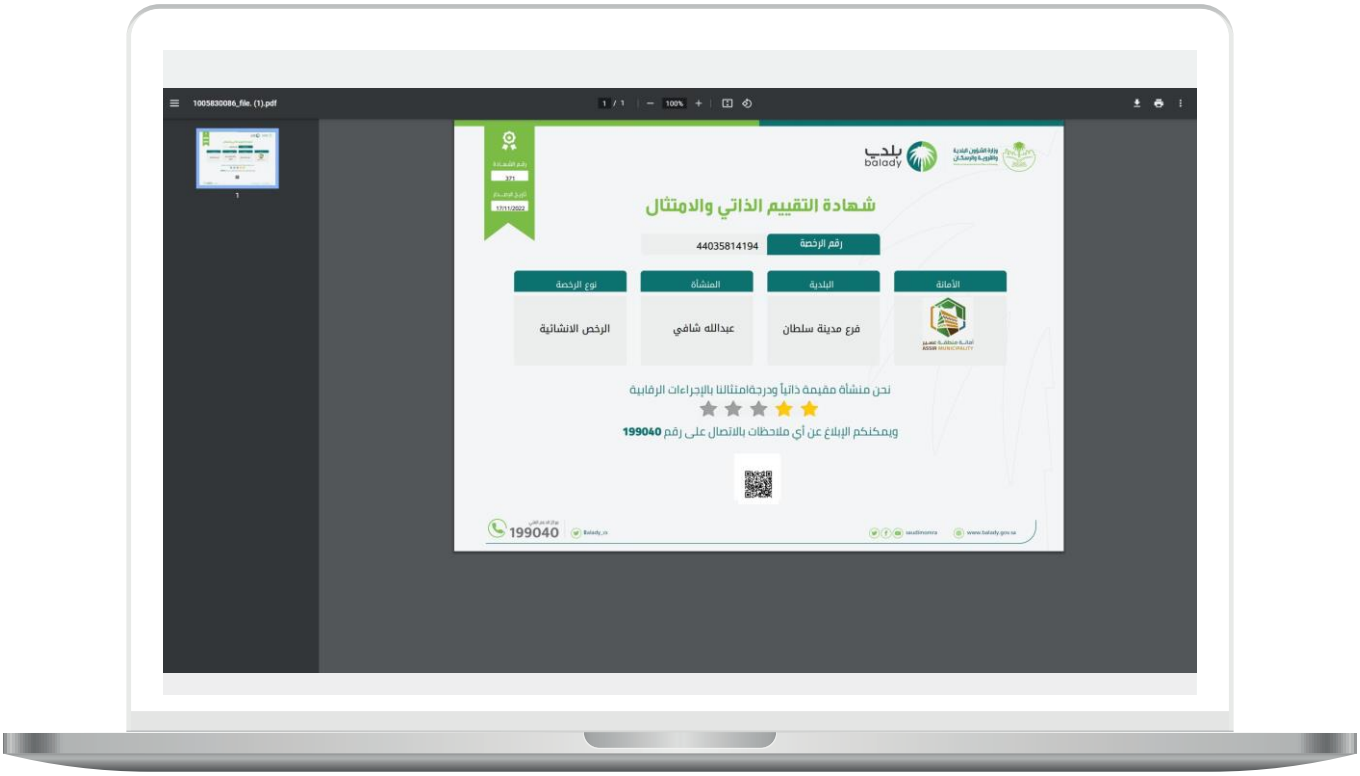
11) The evaluation can be printed by clicking the (**Print Evaluation**) button.



12) After clicking the (**Print Evaluation**) button, the evaluation result is downloaded to the user's device as a PDF file.

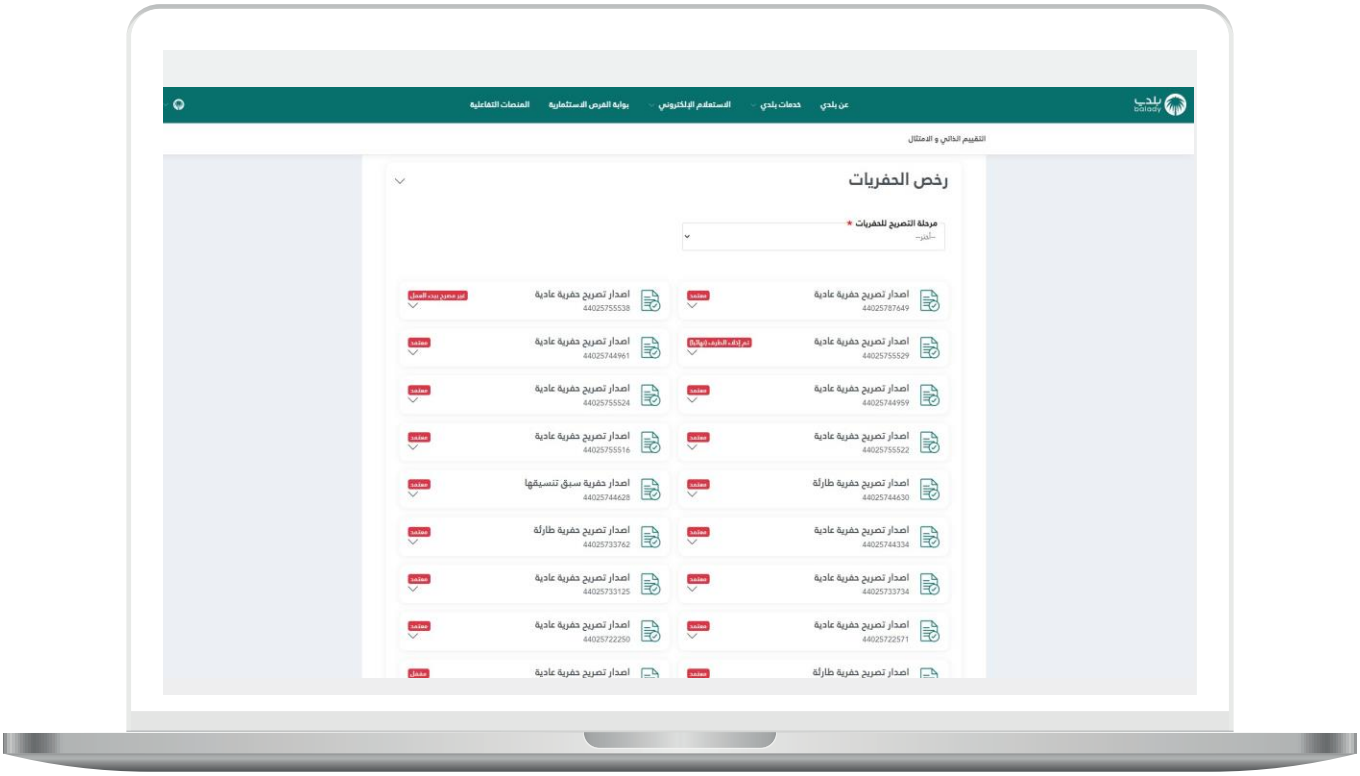


13) Clicking on the PDF file opens the (**Self-Evaluation and Compliance Certificate**) form, as shown below.

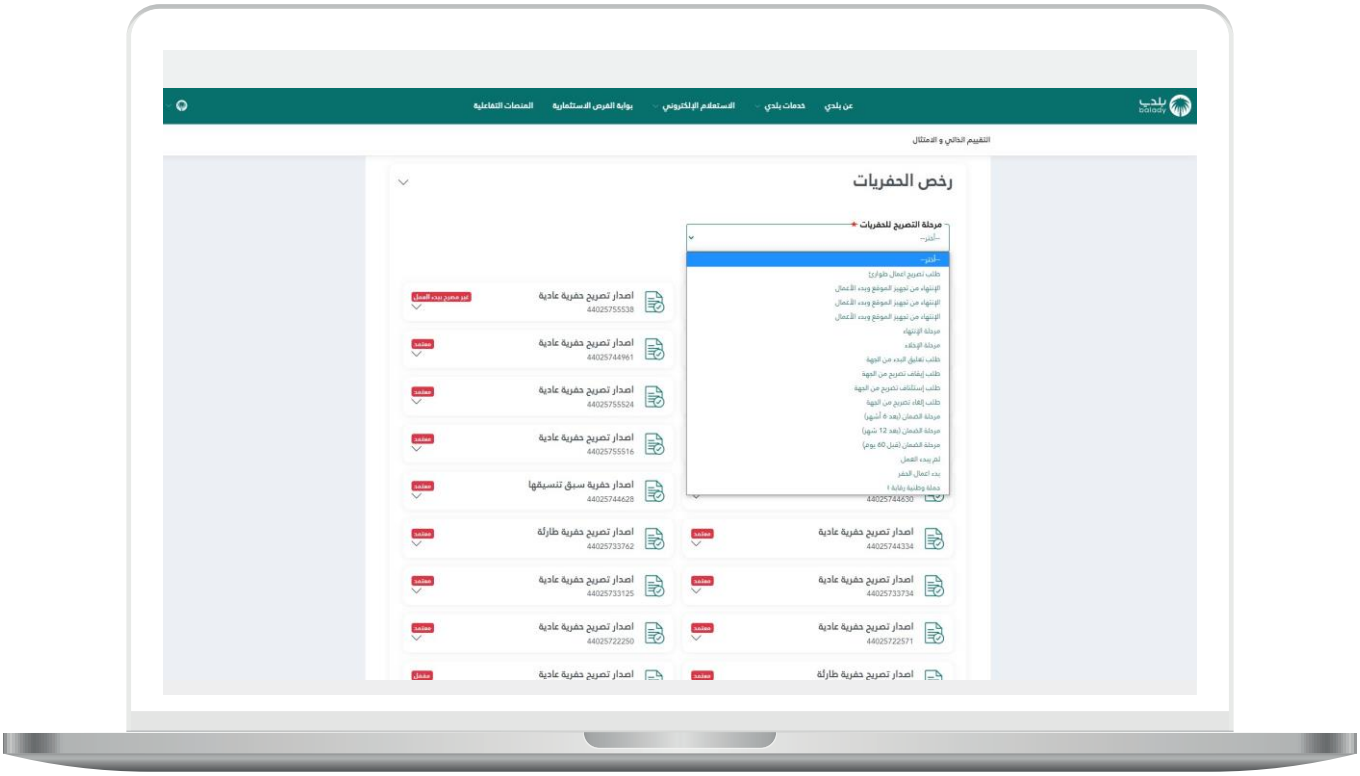


Excavation Permits

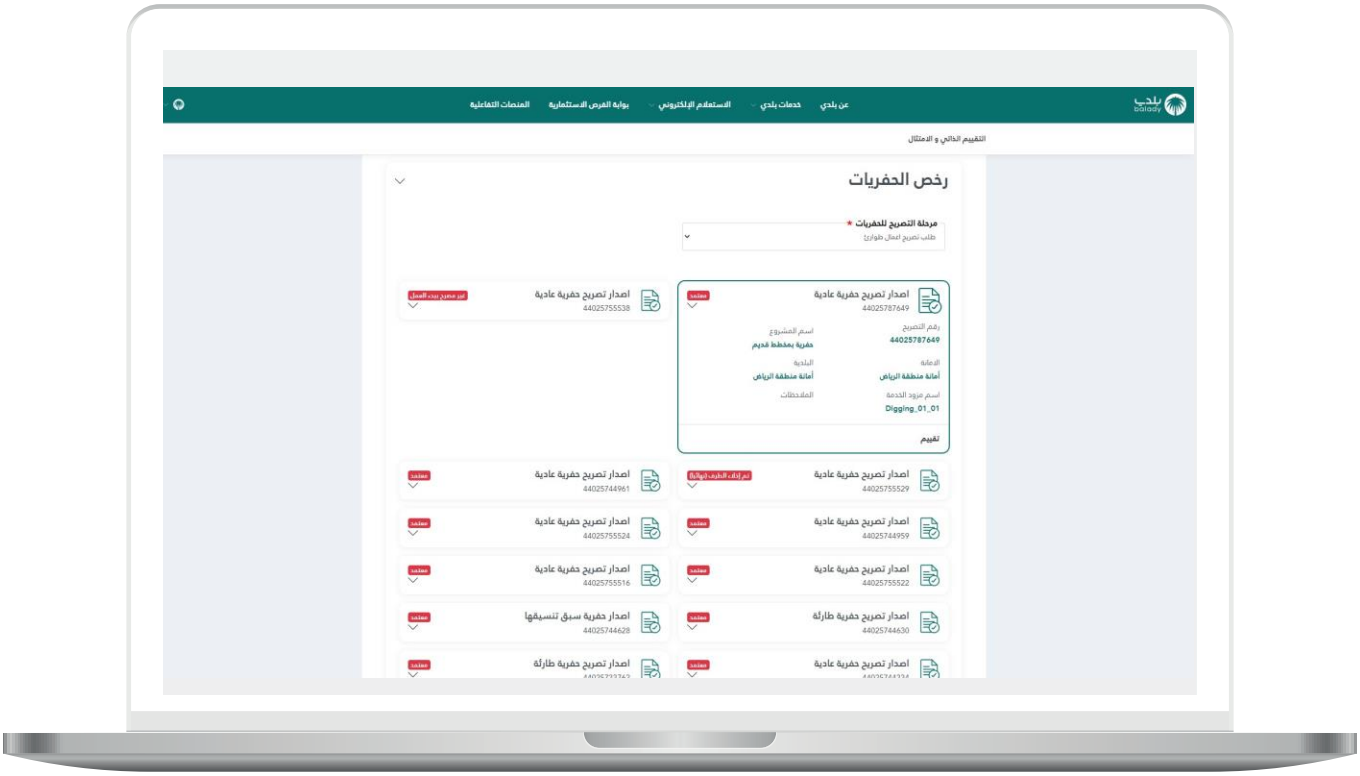
1) After selecting this menu, all excavation permits registered under the user's commercial register number are displayed, as shown below. A dropdown list also appears, containing all stages of the excavation permit.



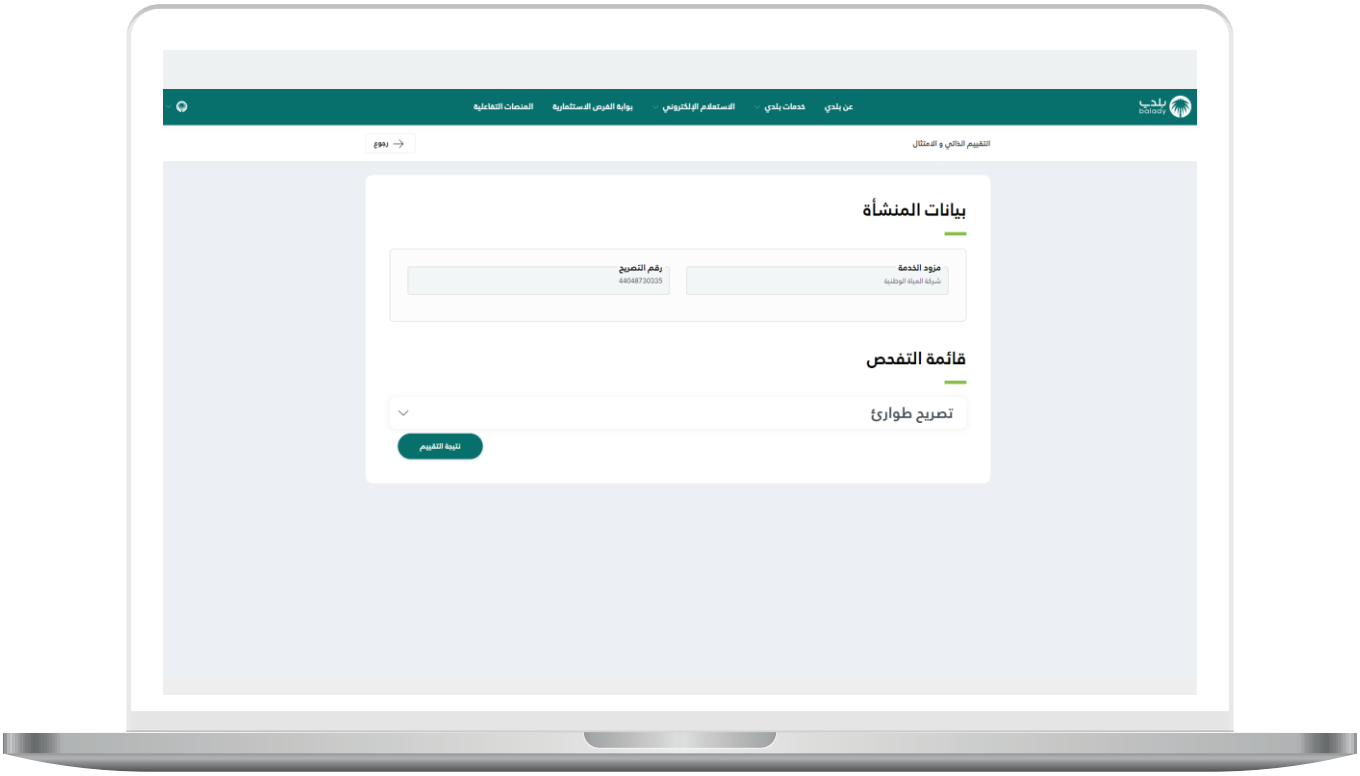
2) The user selects a value from the dropdown list, (**Excavation Permit Stage**) as shown below.



3) The user then selects the permit to be evaluated, and the system displays its details, allowing the user to click the (**Evaluate**) button.

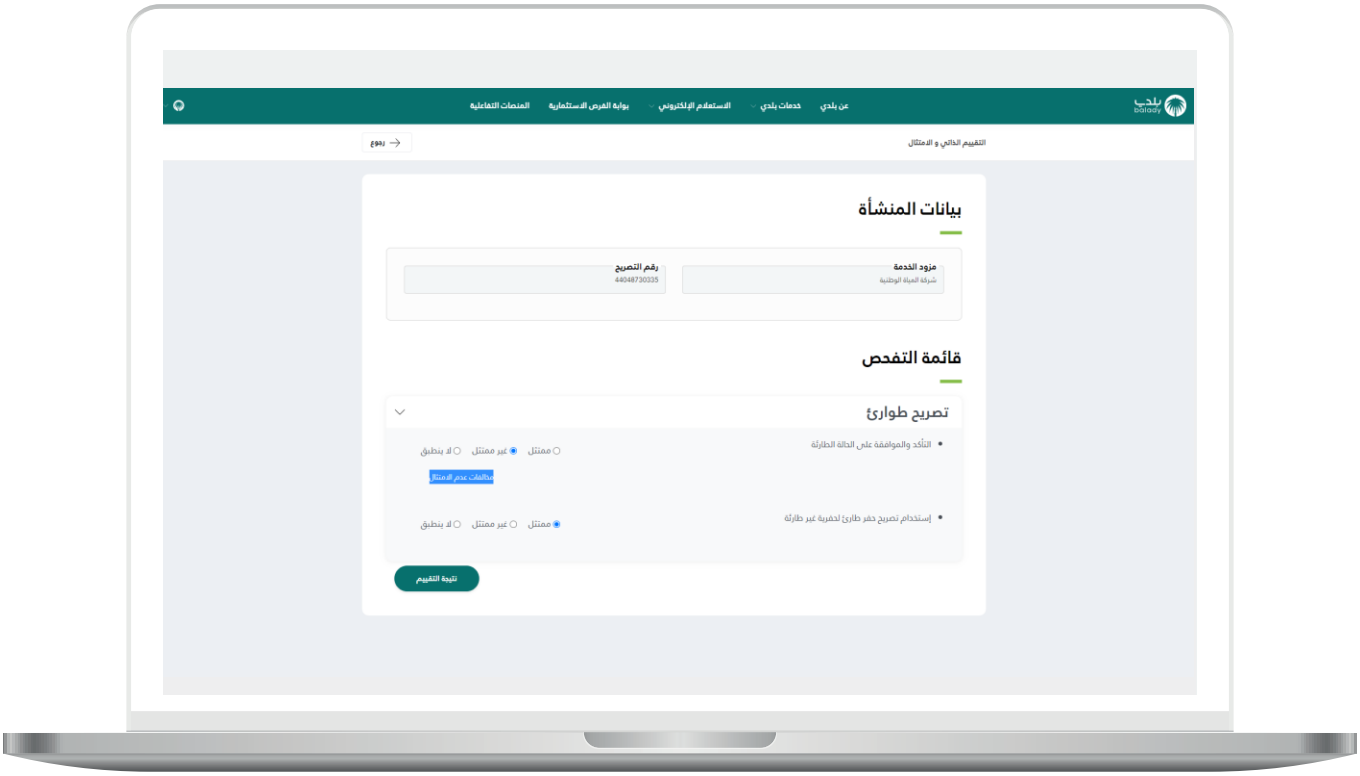


4) The next screen presents (**Establishment Information**) and an (**Inspection Checklist**).



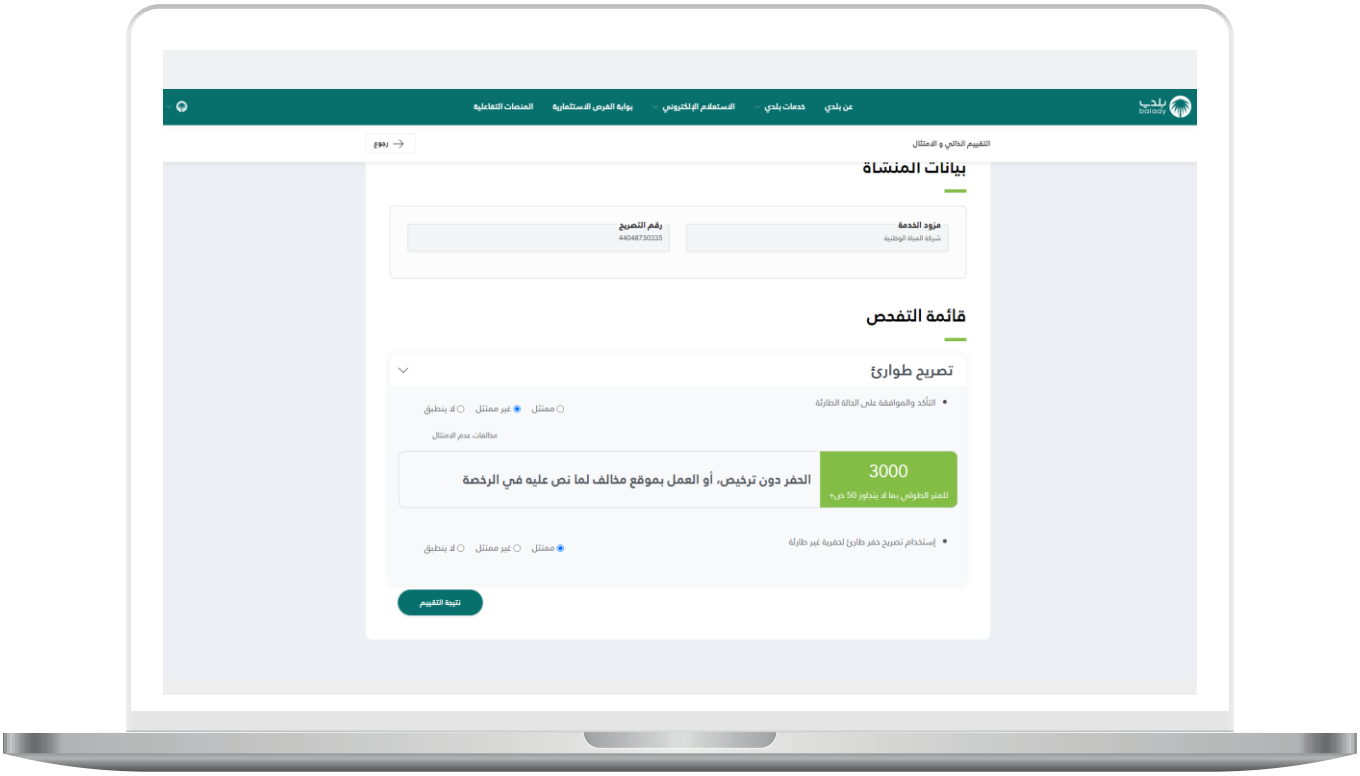
5) Upon selecting any sub-list from the inspection checklist, the corresponding inspection items are displayed, as shown in the example below. The user must select one of the following options for each item: Compliant, Non-compliant, or Not Applicable.

If (**Non-compliant**) is selected, the message (**Non-compliance Violations**) appears.



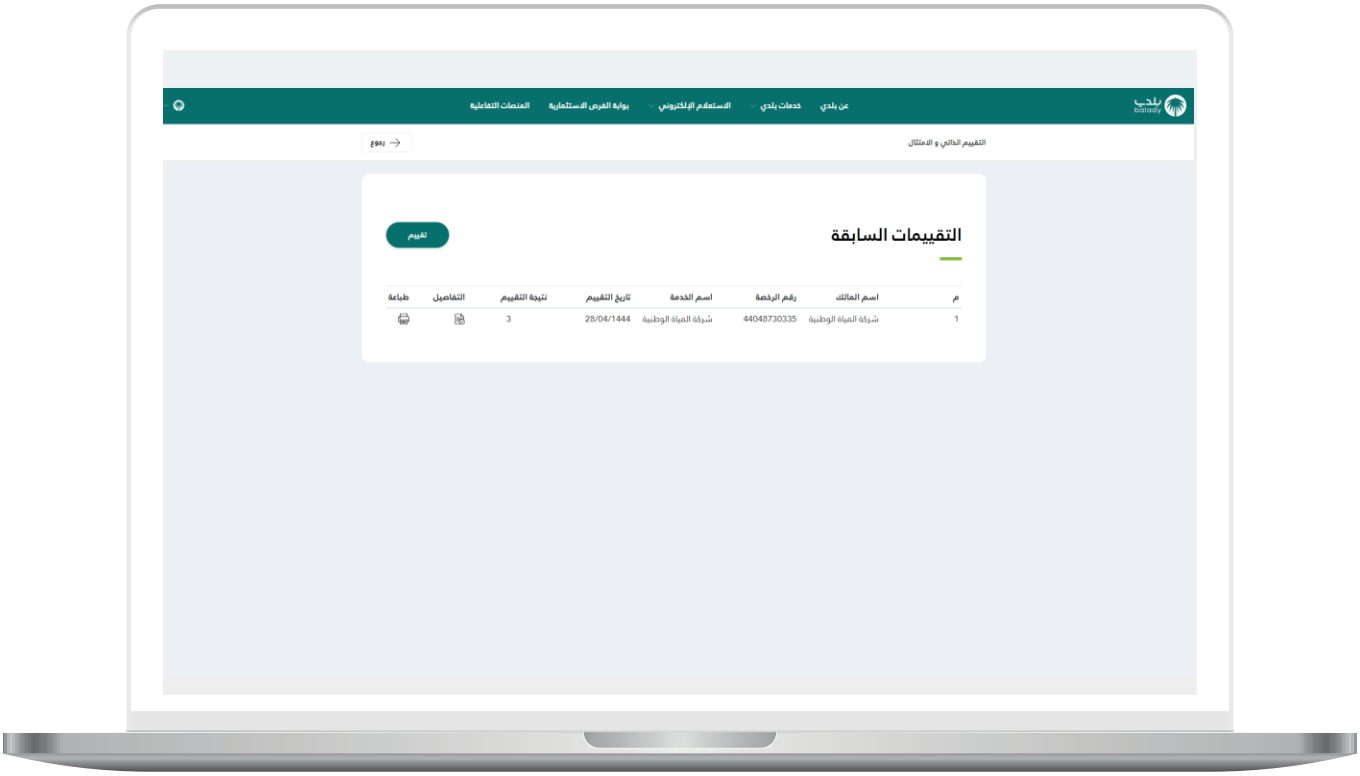
6) After clicking on the (**Non-compliance Violations**) link, the violation's value and name are displayed.

Once the evaluation is complete, the user clicks the (**Evaluation Result**) button.

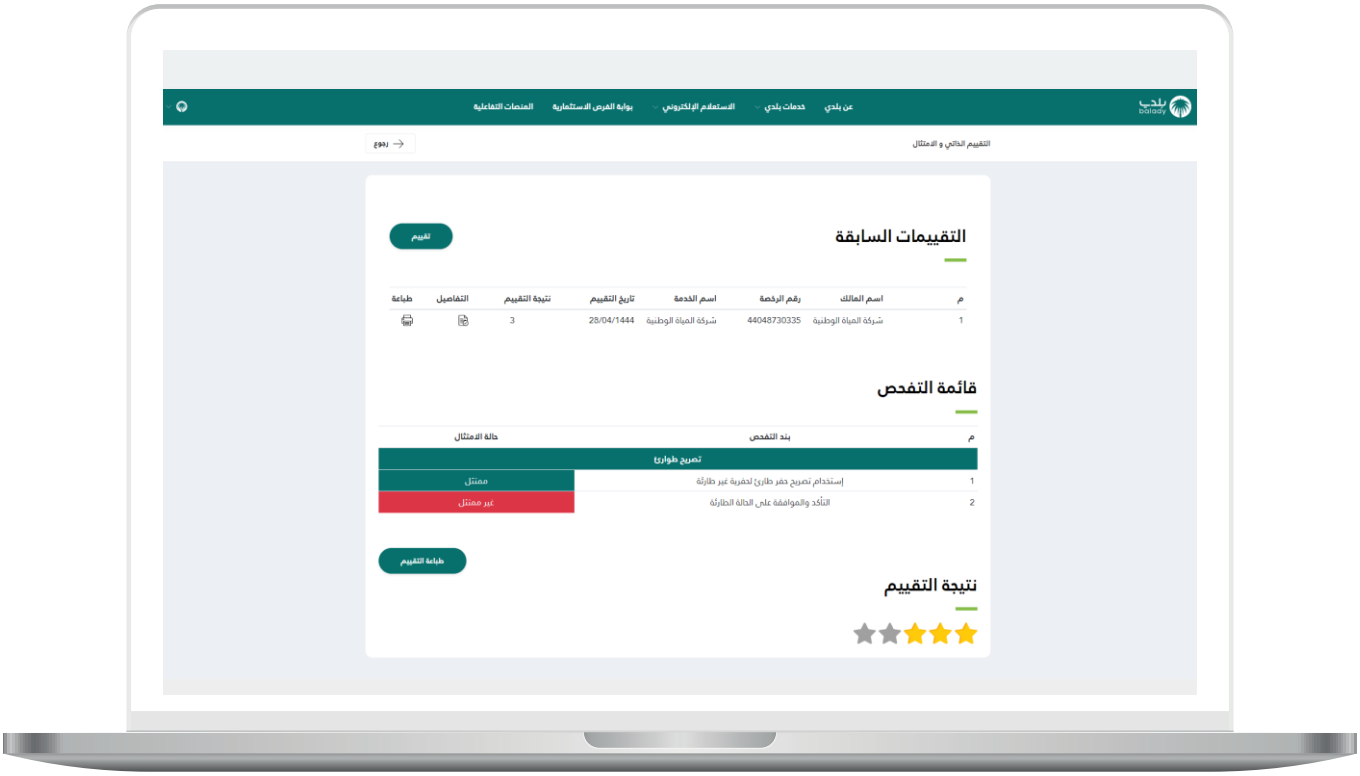


7) The evaluation result is then saved and displayed in the evaluation table, as shown below.

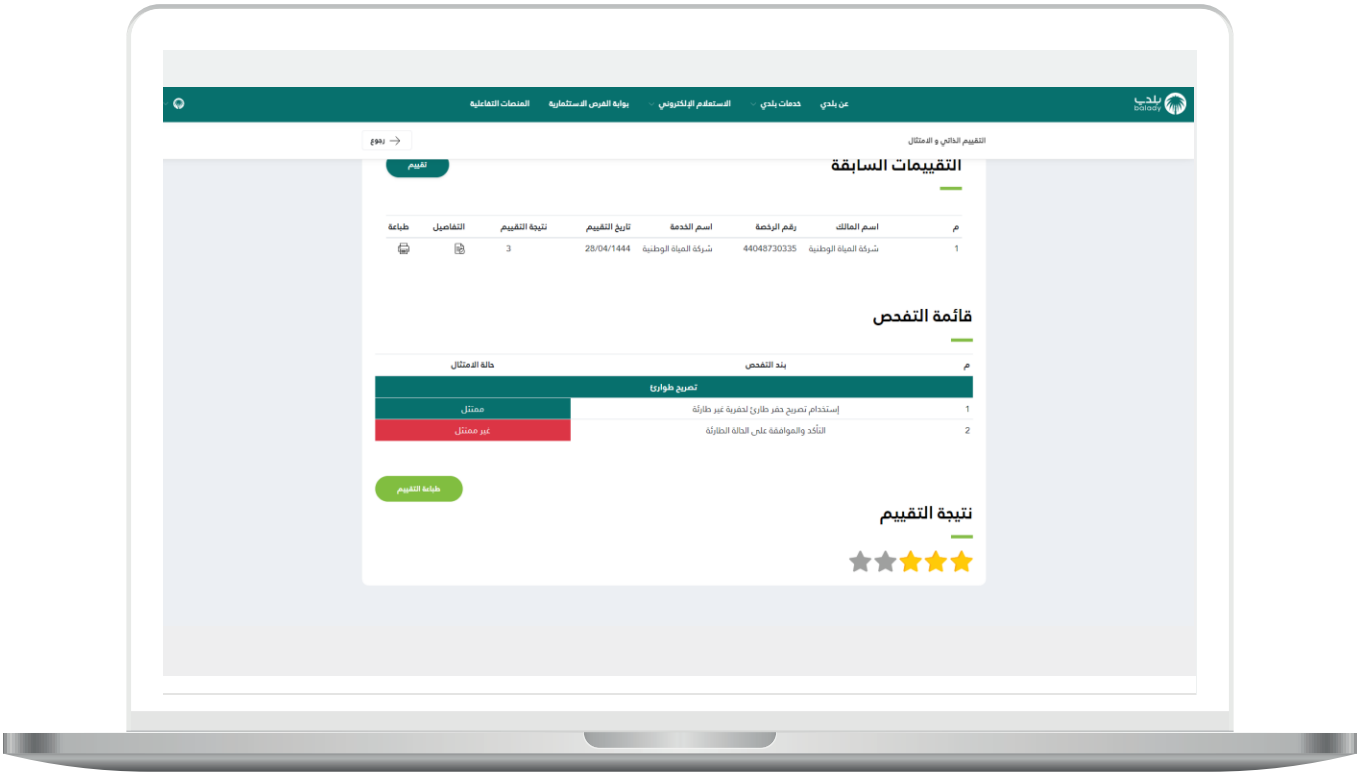
The user can view the evaluation details by clicking the paper icon in the (**Details**) column. Additionally, the evaluation result can be printed by clicking the printer icon in the (**Print**) column.



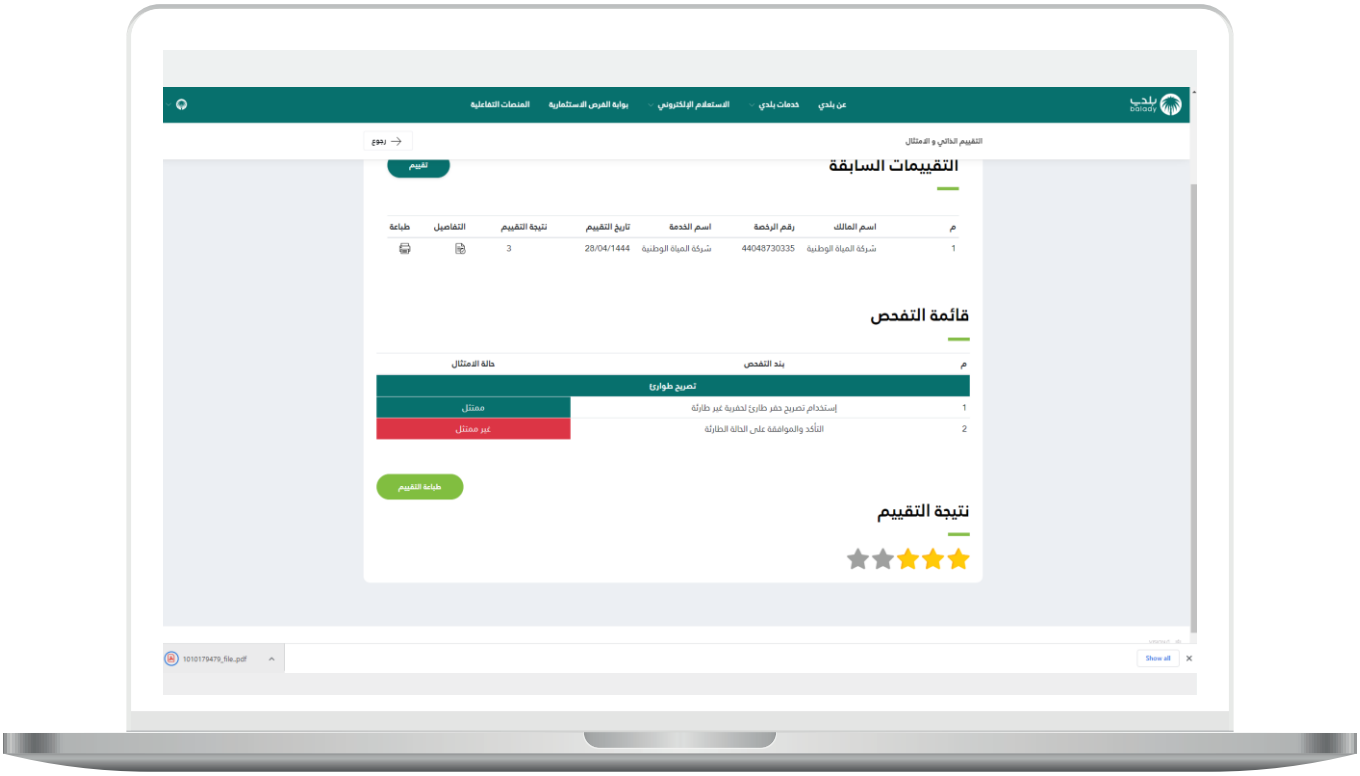
8) Clicking the paper icon in the (**Details**) column displays the evaluation details, as shown below.



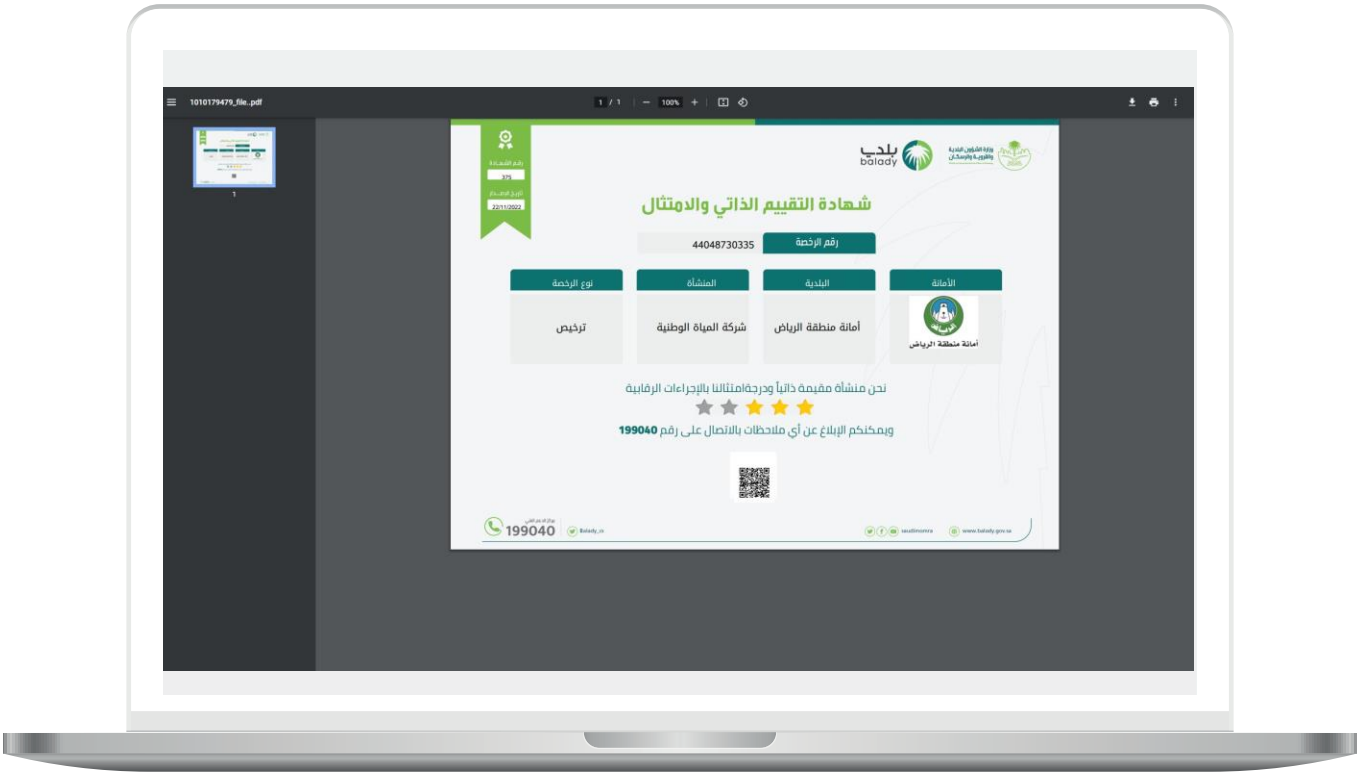
9) The evaluation can be printed by clicking the (**Print Evaluation**) button.



10) After clicking the (**Print Evaluation**) button, the evaluation result is downloaded to the user's device as a PDF file.



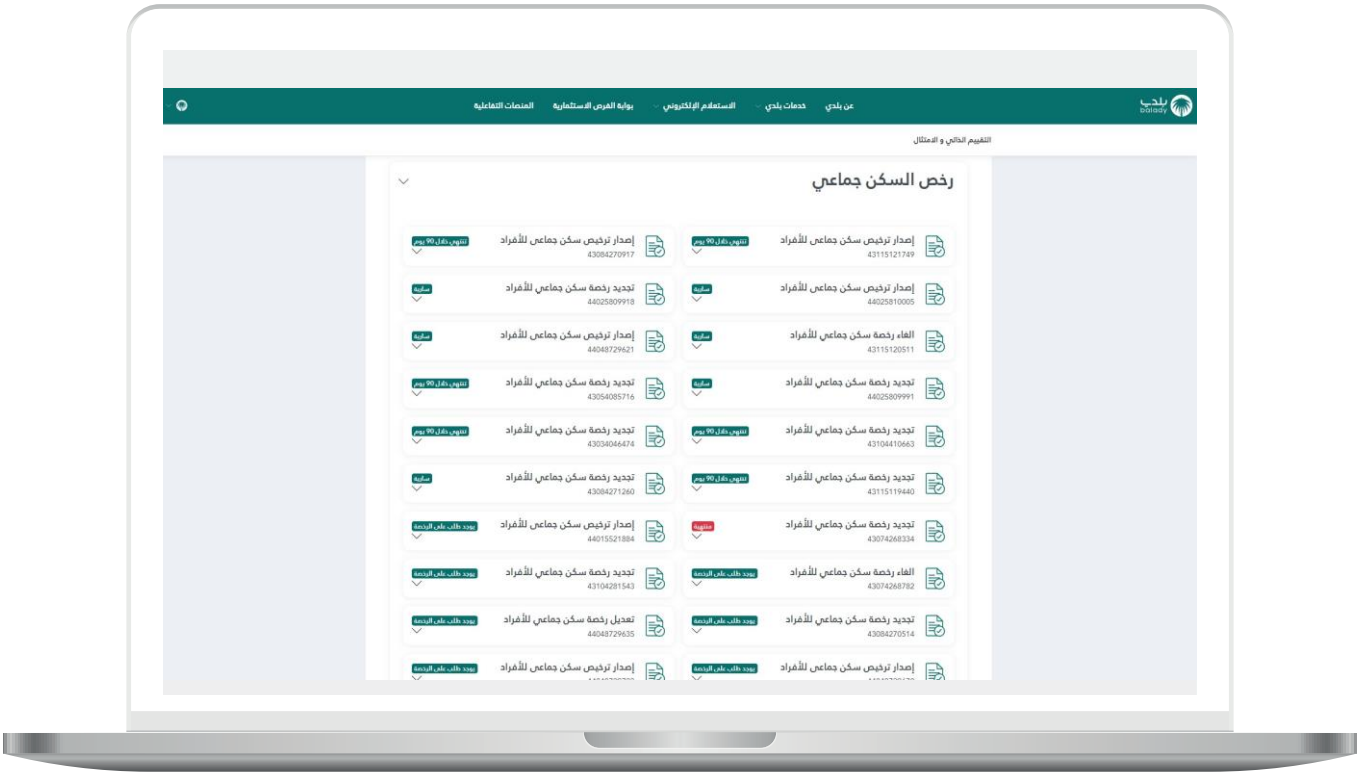
11) Clicking on the PDF file opens the (Self-Evaluation and Compliance Certificate) form, as shown below.



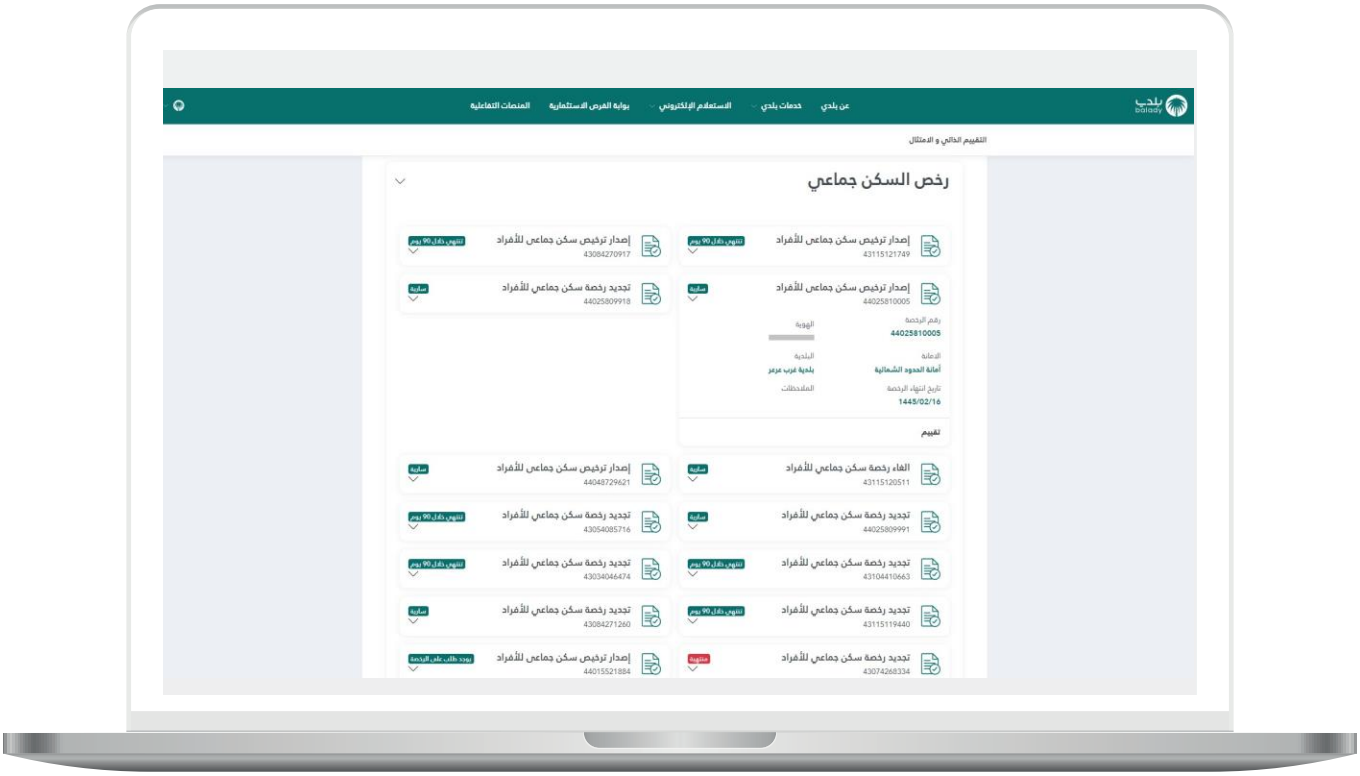
Collective Housing Permits

1) After selecting this menu, all collective housing permits registered under the user's commercial register number are displayed, as shown below.

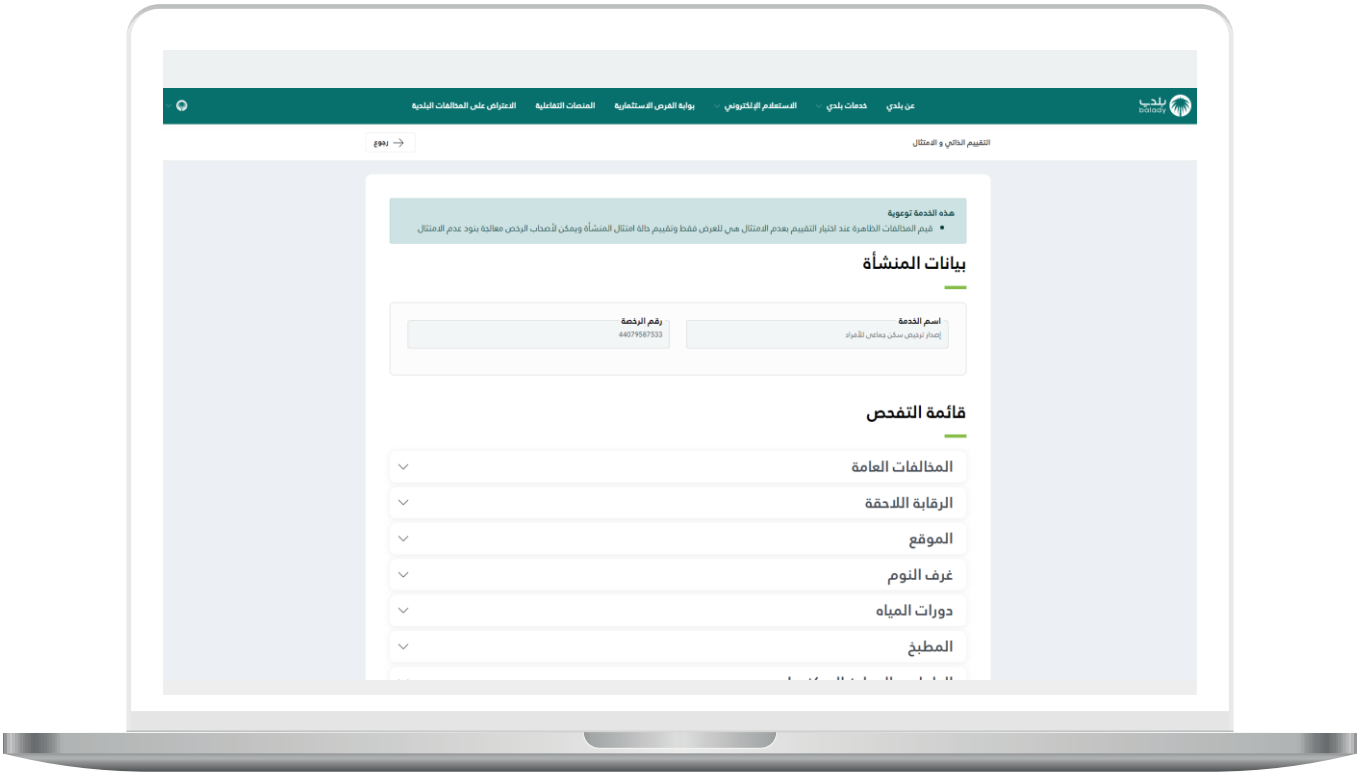
The user selects a permit to evaluate.



2) Permit details are displayed, and the user clicks (**Evaluate**).

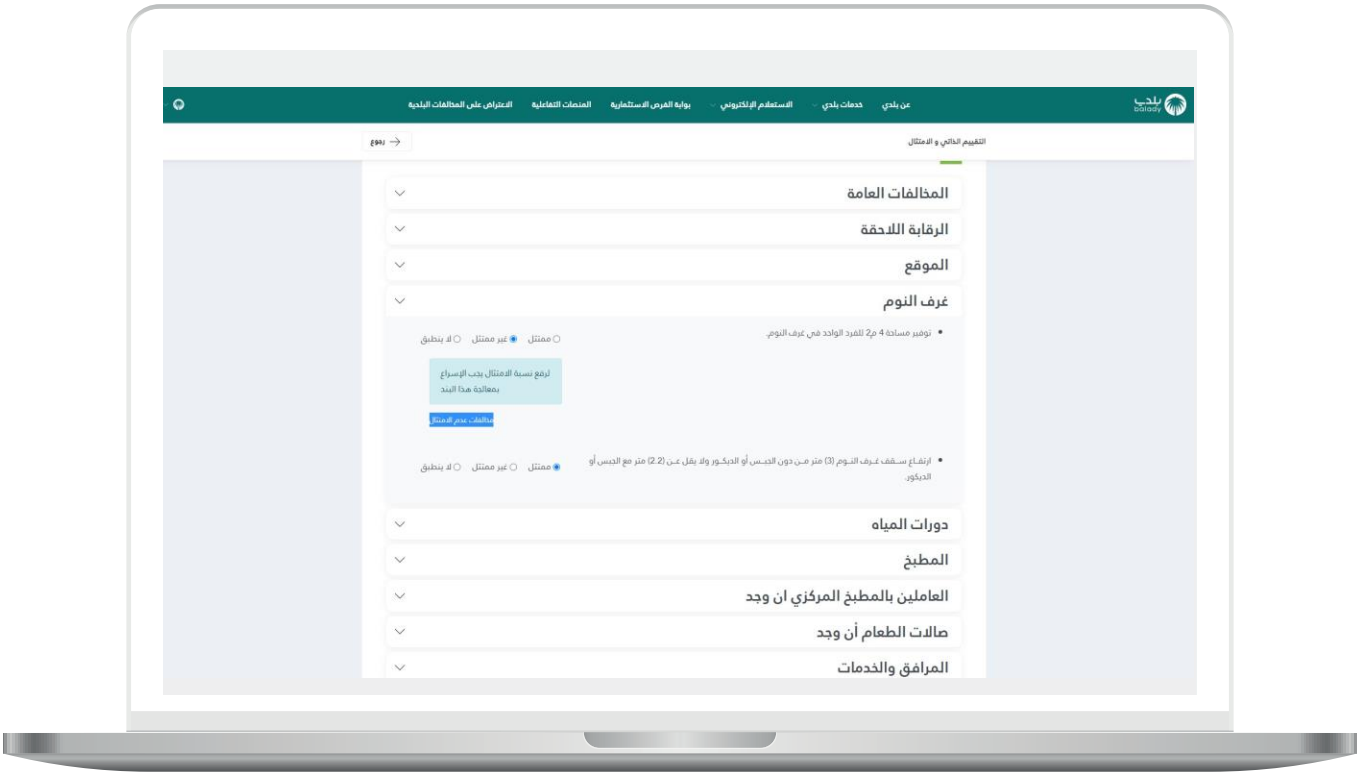


3) The next screen presents (**Establishment Information**) and an (**Inspection Checklist**).



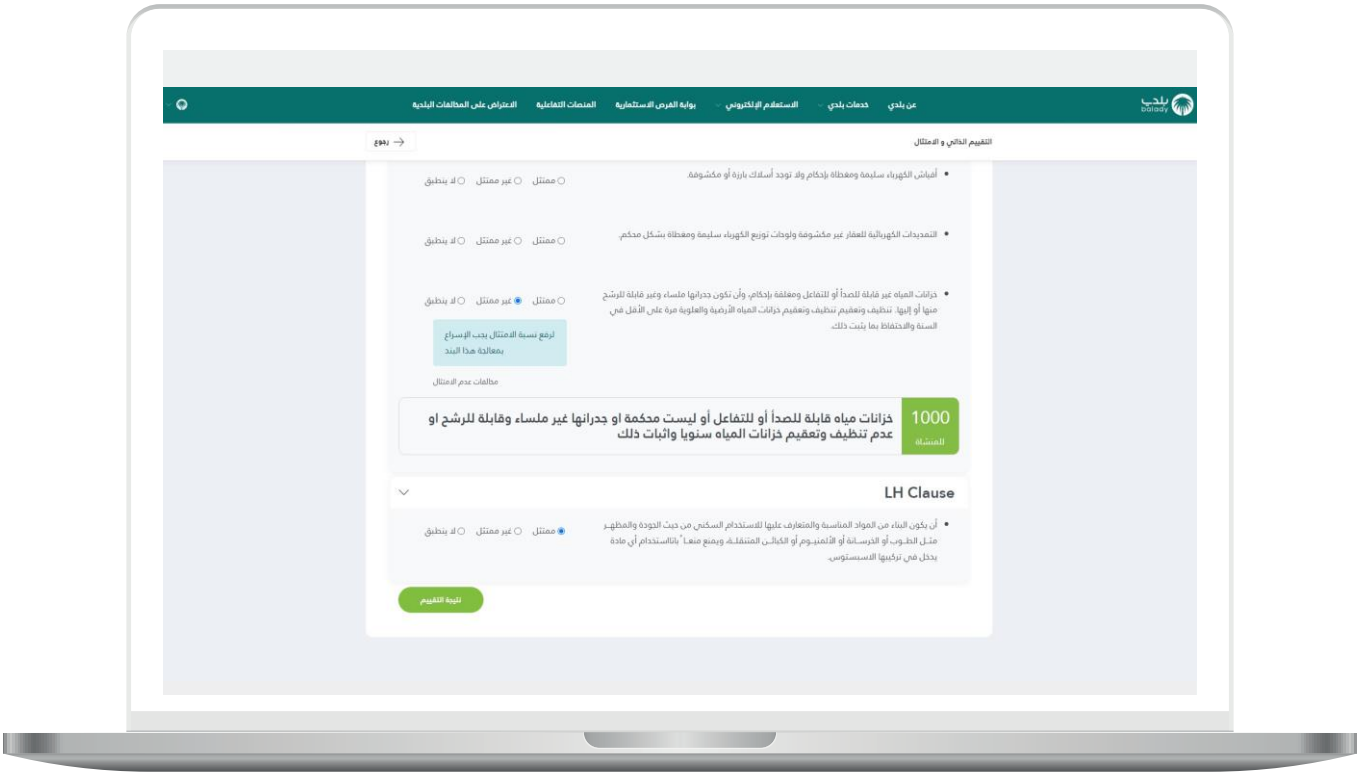
4) Upon selecting an inspection list, the corresponding inspection items are displayed, as shown in the example below. The user must select one of the following options for each item: Compliant, Non-compliant, or Not Applicable.

If (**Non-compliant**) is selected, the message (**Non-compliance Violations**) appears.



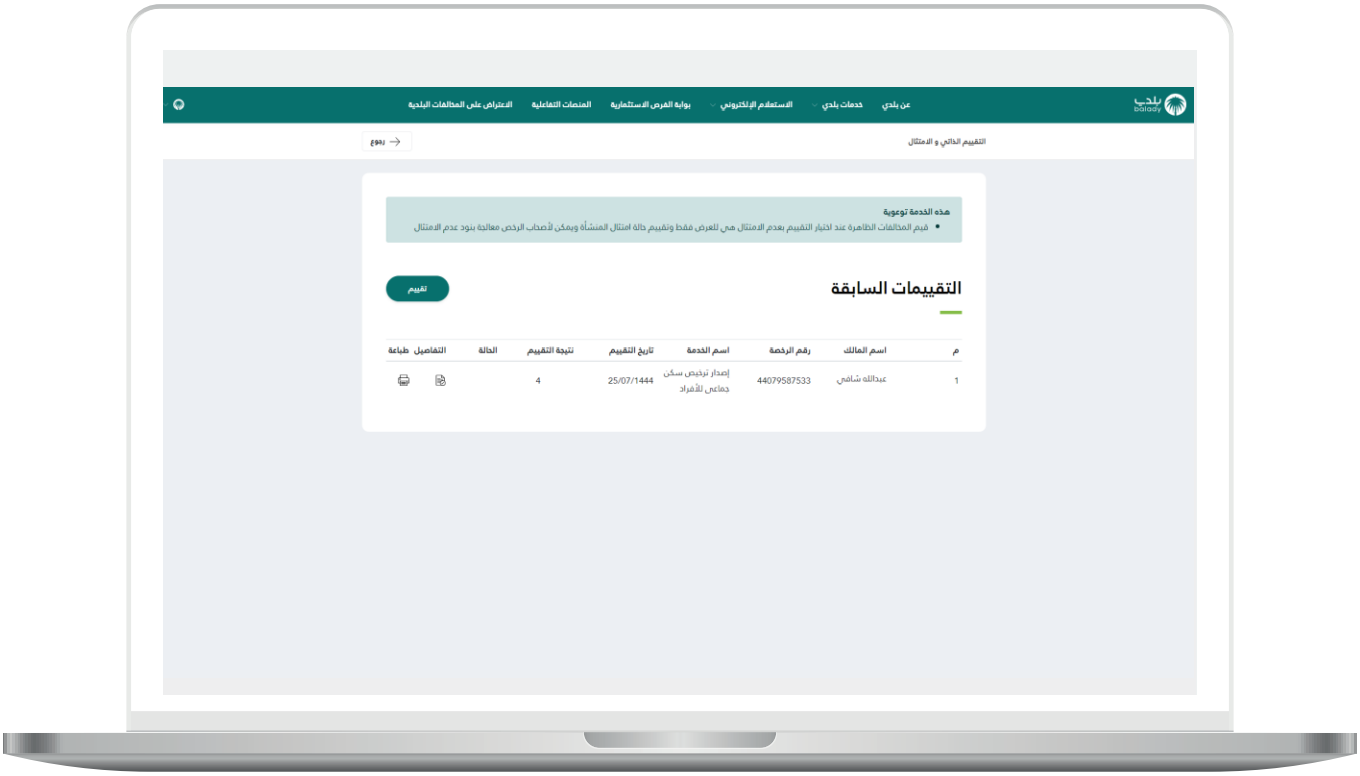
5) After clicking on the (**Non-compliance Violations**) link, the violation's value and name are displayed.

Once the evaluation is complete, the user clicks the (**Evaluation Result**) button.

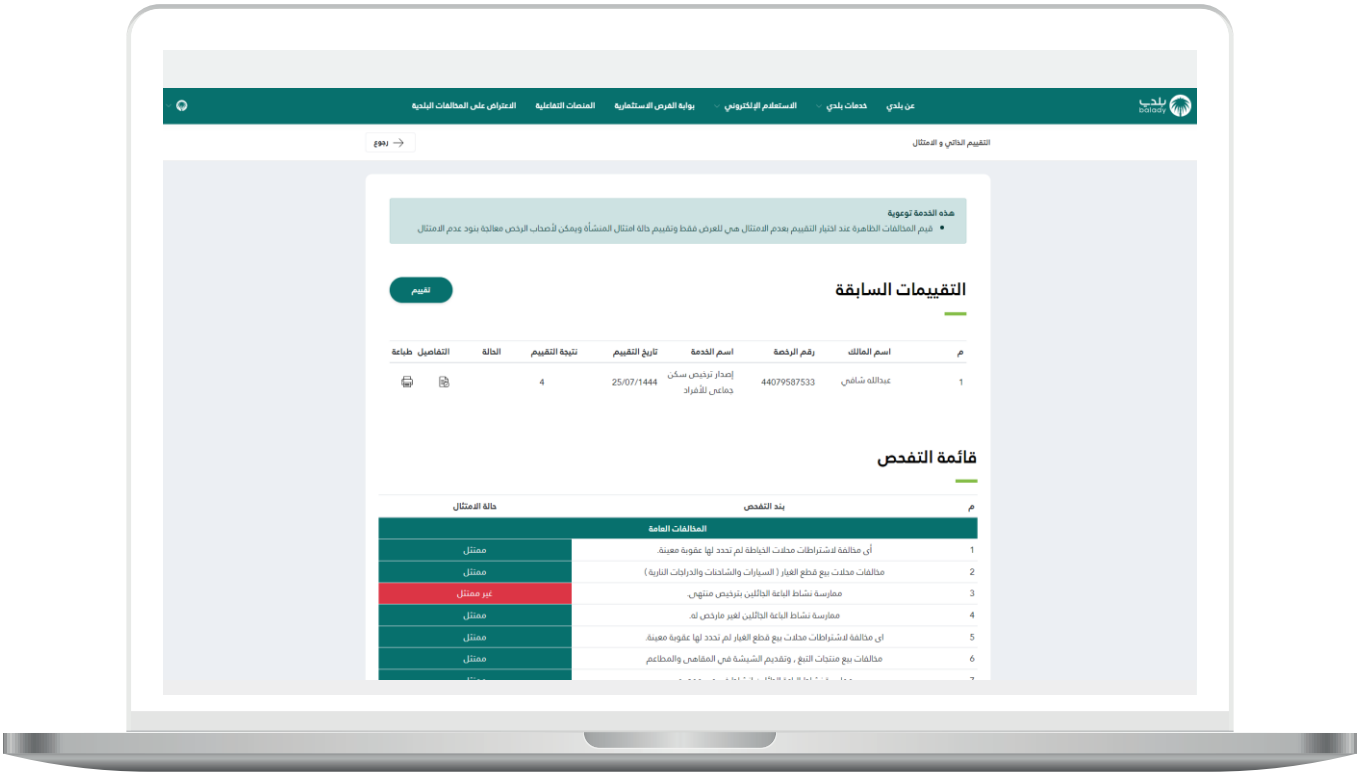


6) The evaluation result is then saved and displayed in the evaluation table, as shown below.

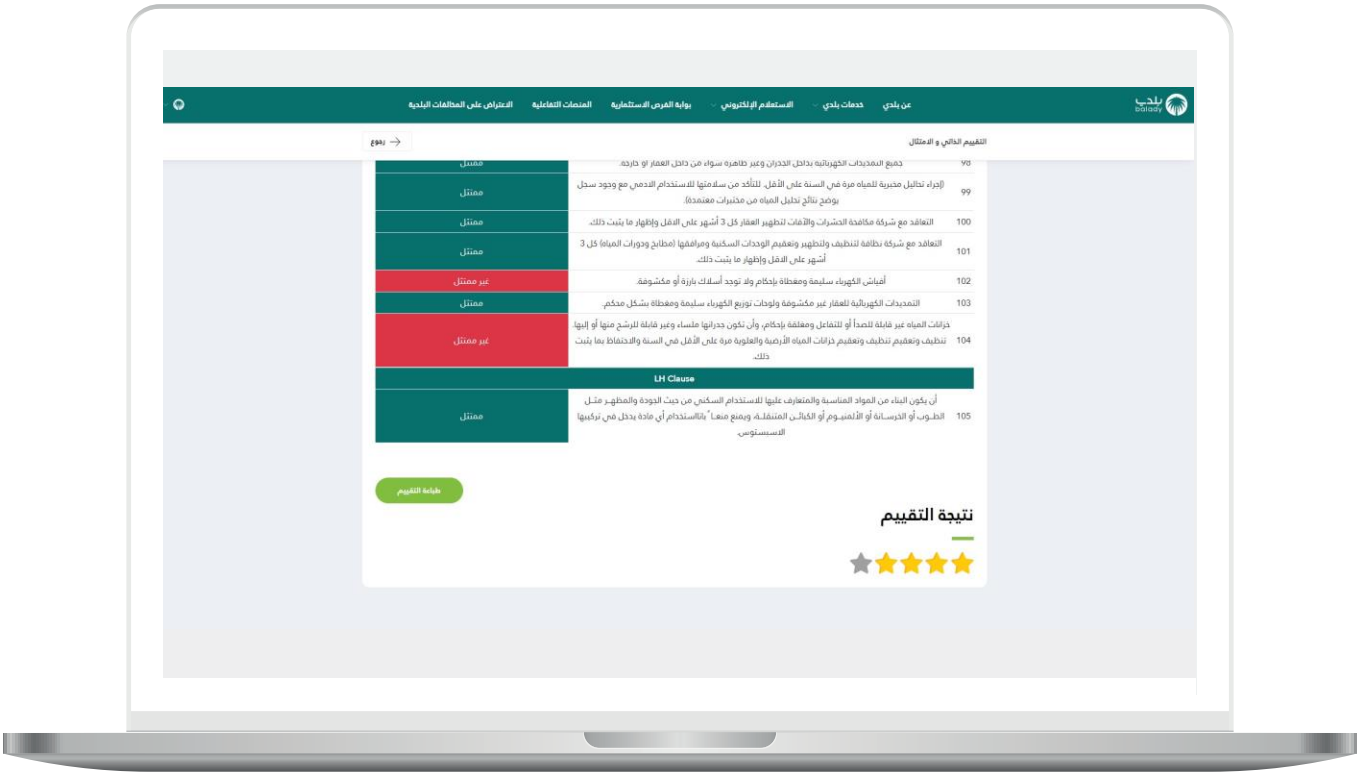
The user can view the evaluation details by clicking the paper icon in the (**Details**) column. Additionally, the evaluation result can be printed by clicking the printer icon in the (**Print**) column.



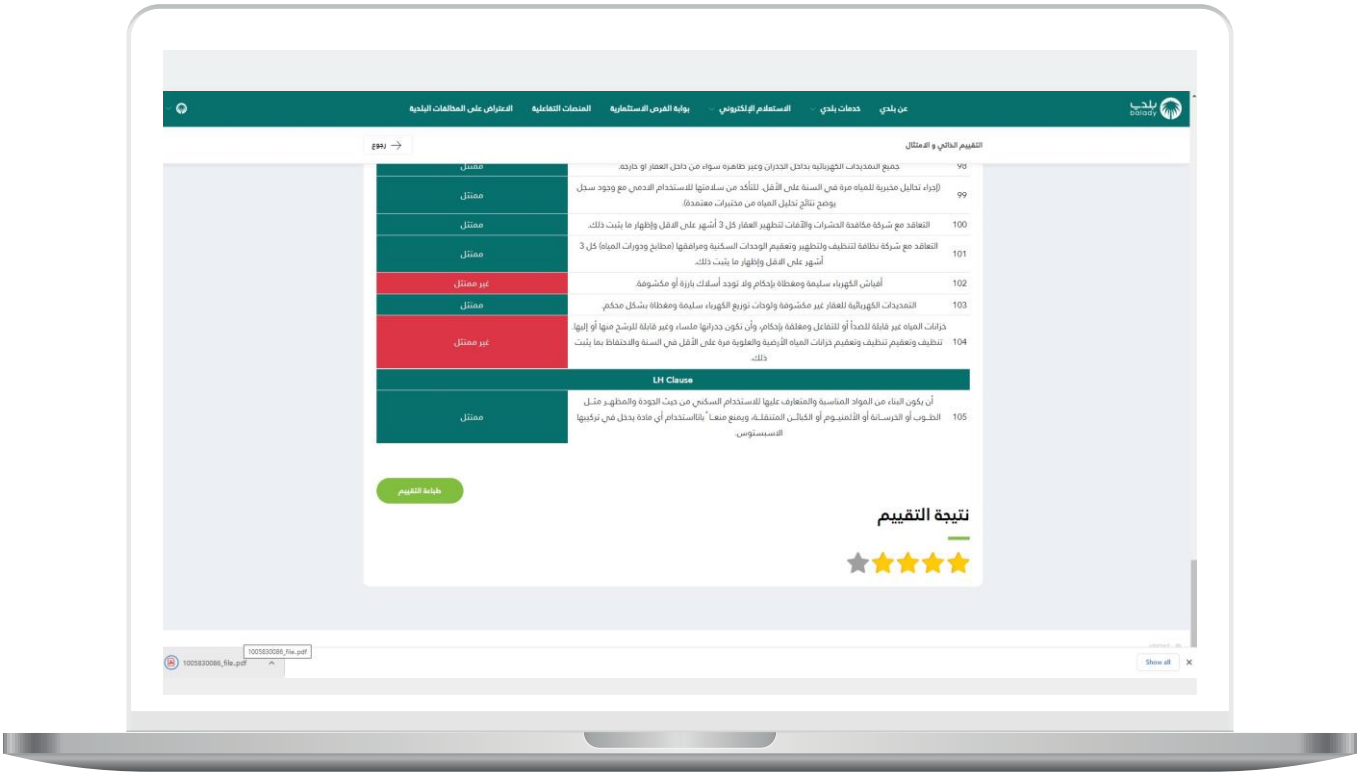
7) Clicking the paper icon in the (**Details**) column displays the evaluation details, as shown below.



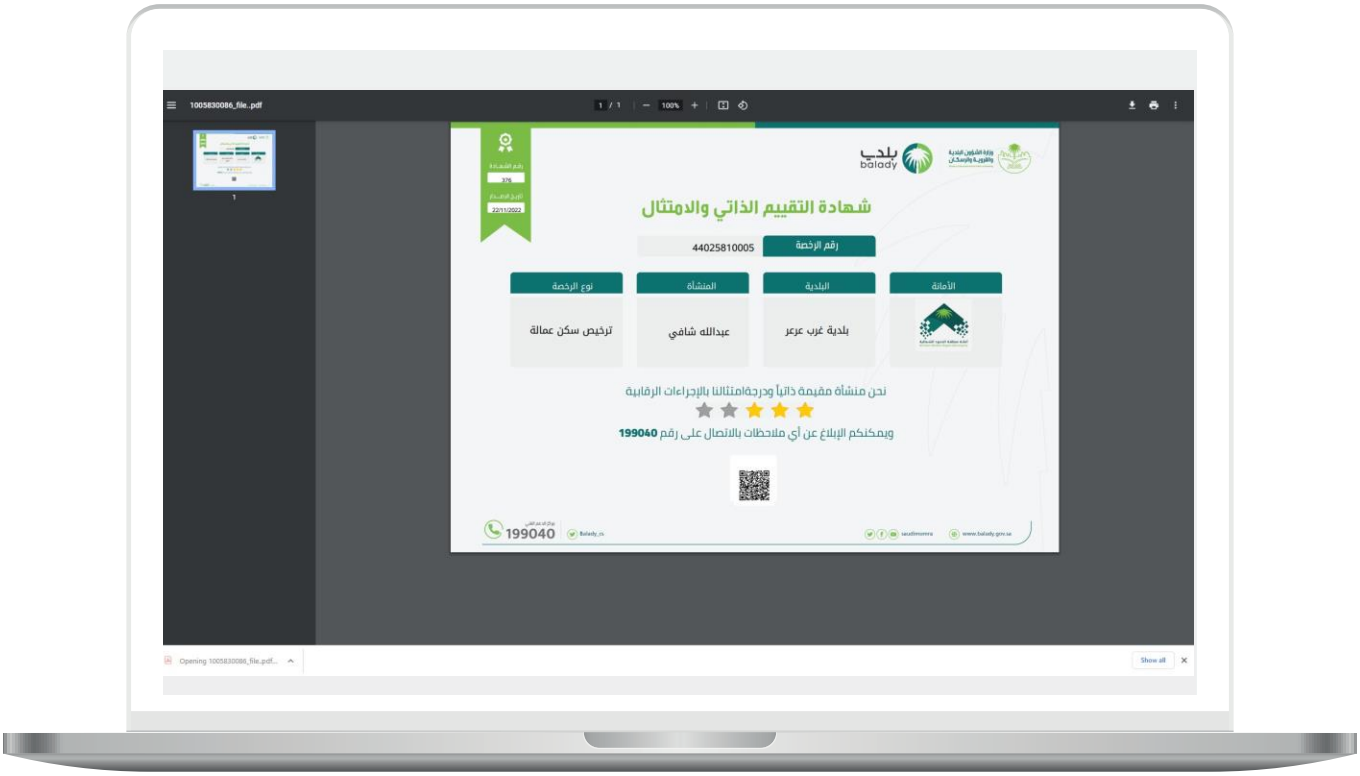
8) The evaluation can be printed by clicking the (**Print Evaluation**) button.



9) After clicking the (**Print Evaluation**) button, the evaluation result is downloaded to the user's device as a PDF file.



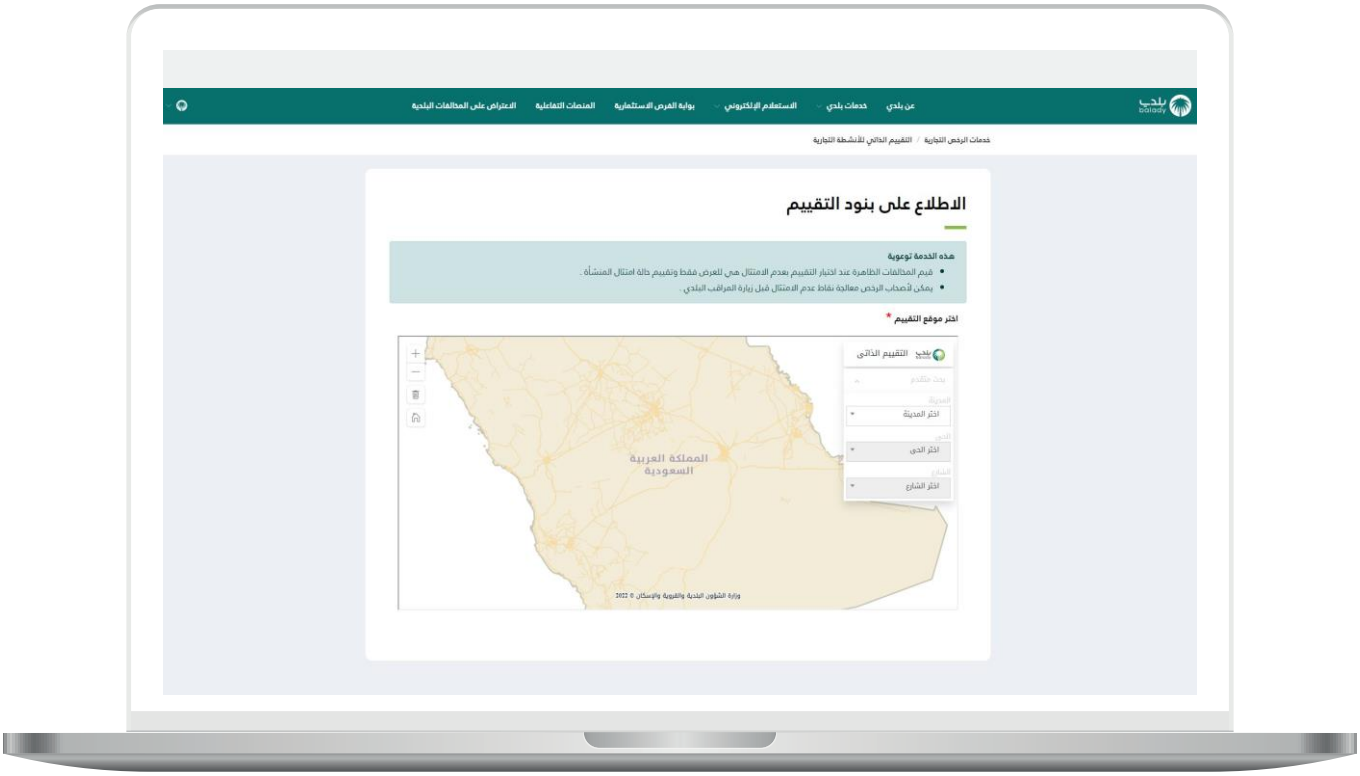
10) Clicking on the PDF file opens the (**Self-Evaluation and Compliance Certificate**) form, as shown below.



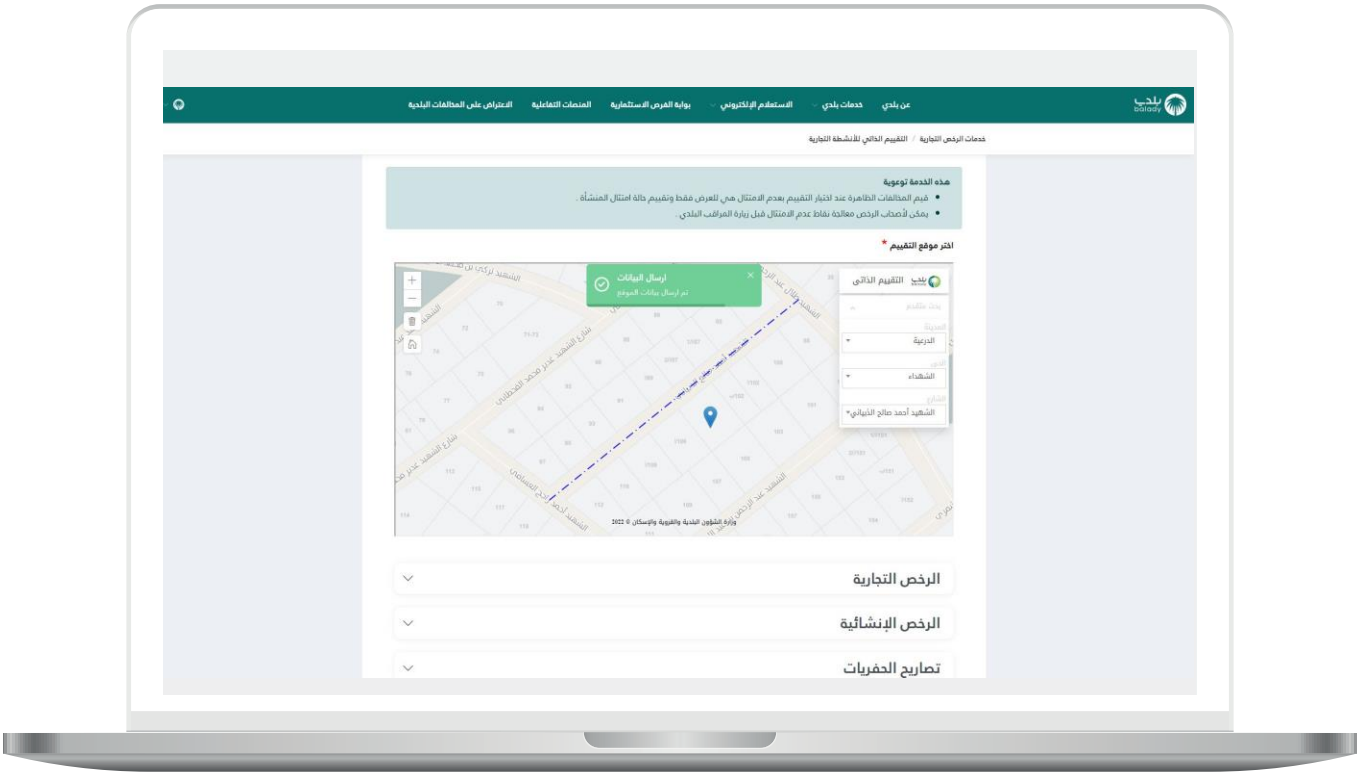
Viewing Evaluation Items

1) After selecting this service, the following screen appears, allowing the user to choose the evaluation location from the dropdown lists (**City, District, Street**) in sequence.

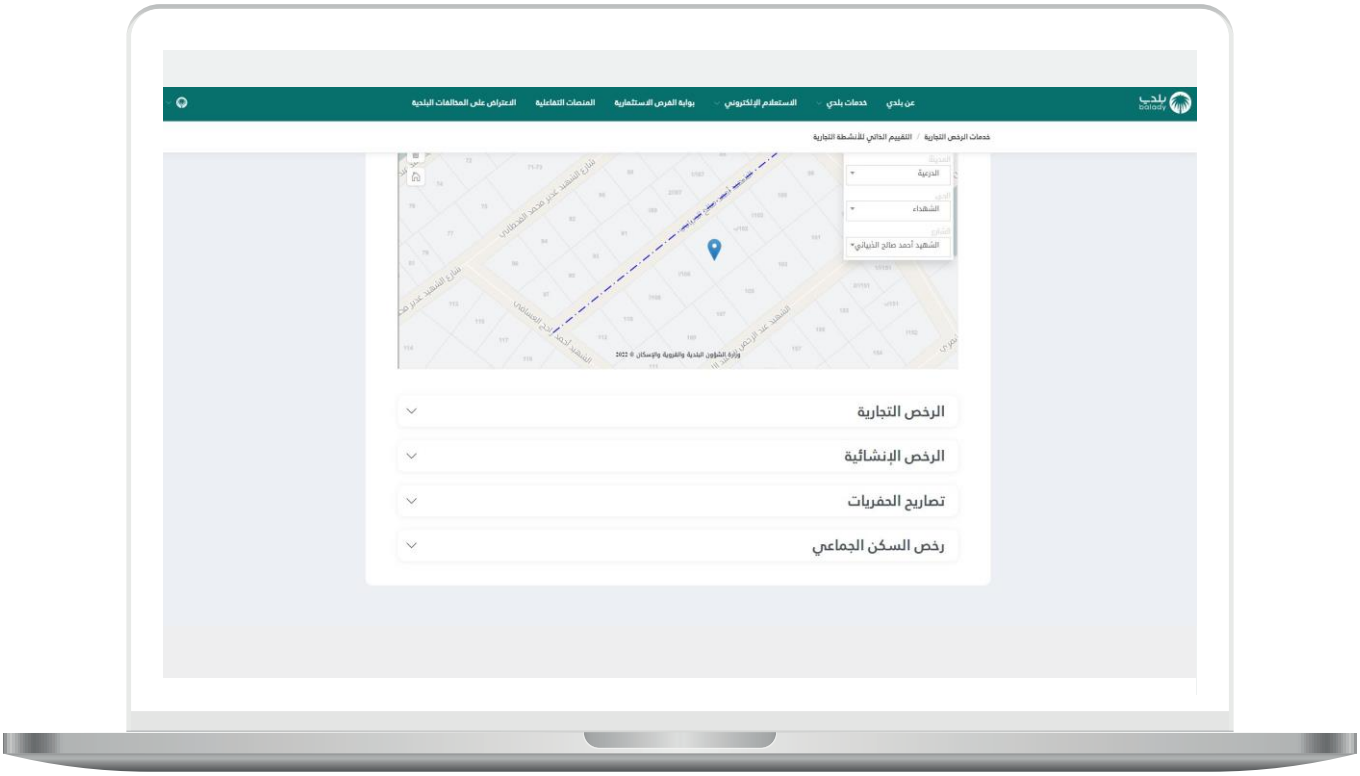
The user then clicks on the map to select the location.



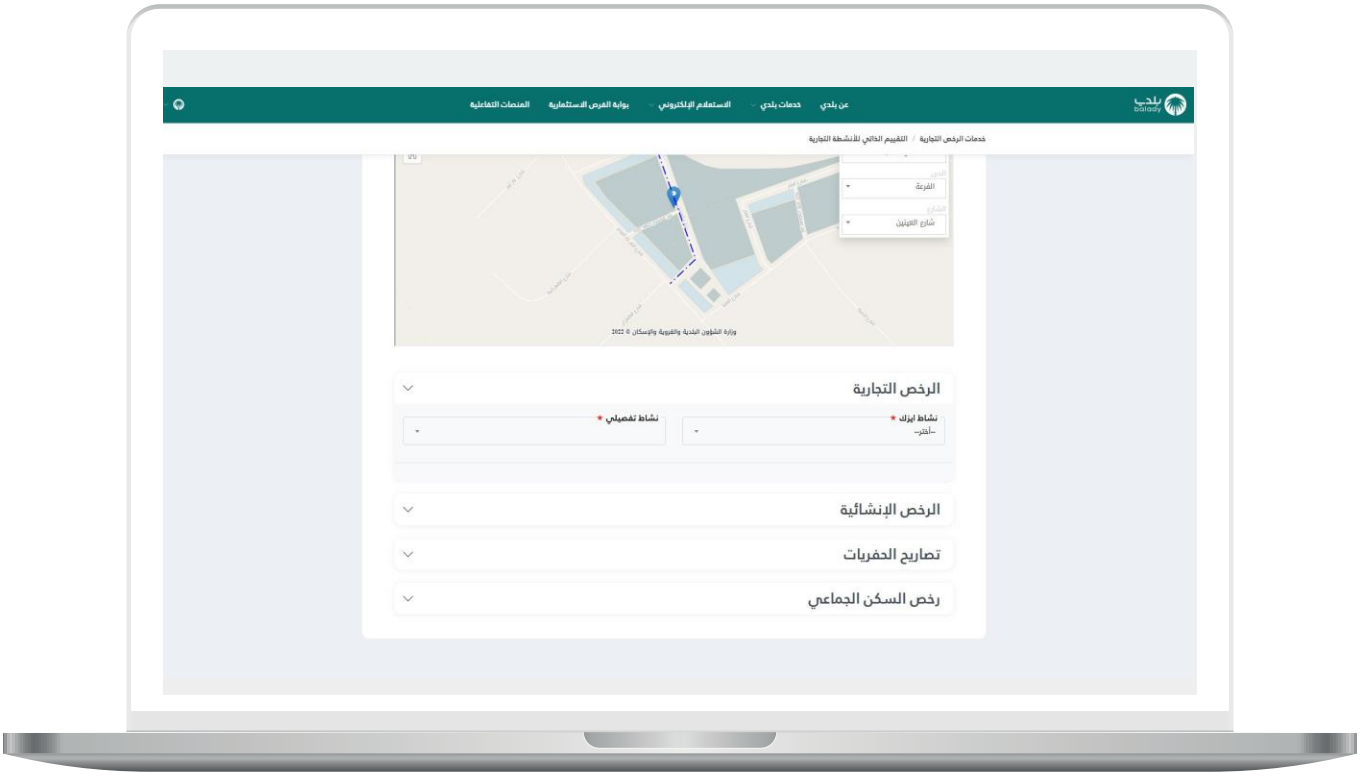
2) The location data is then submitted, and a confirmation message appears.



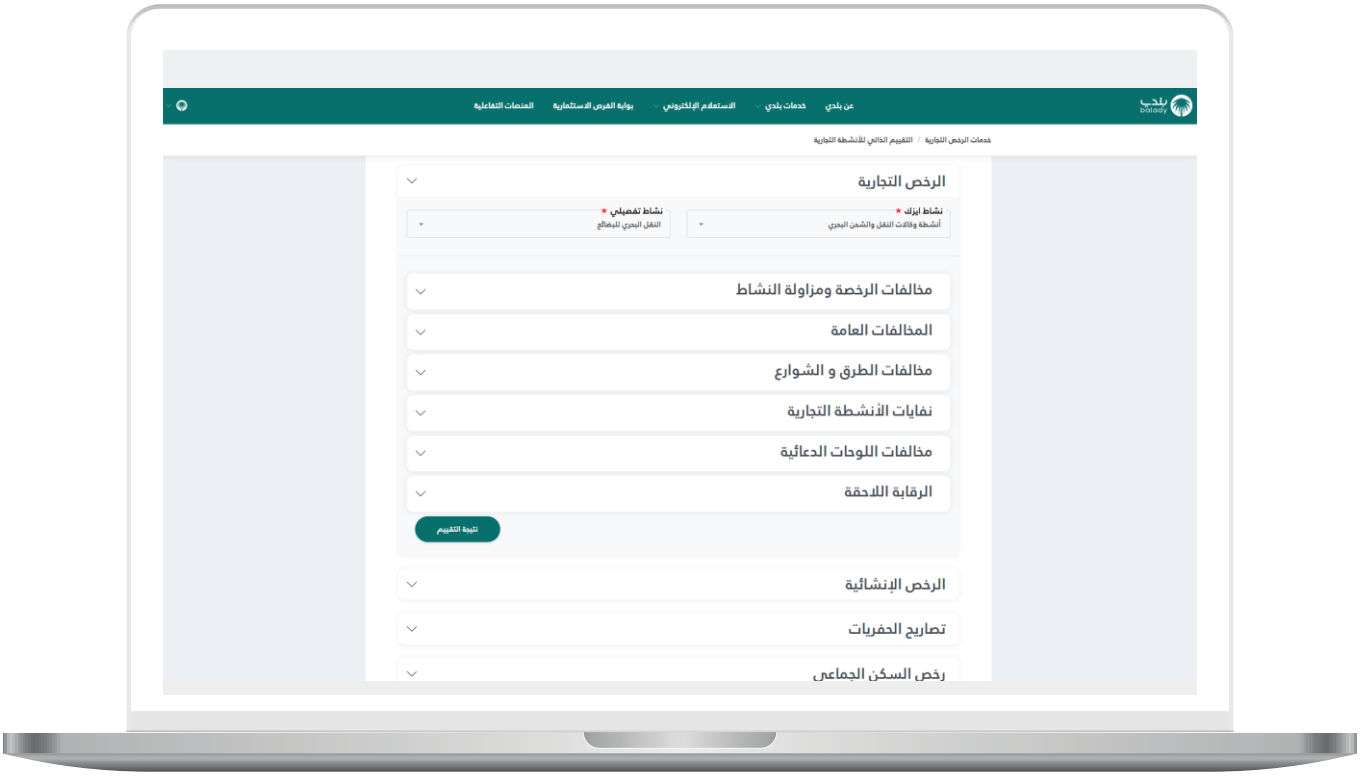
3) The user selects the permit type from the following options: Commercial Licenses, Construction Licenses, Excavation Permits, Collective Housing Permits



4) If (**Commercial Permits**) is selected, additional dropdown lists appear, allowing the user to choose ISIC Activity and Detailed Activity in sequence.

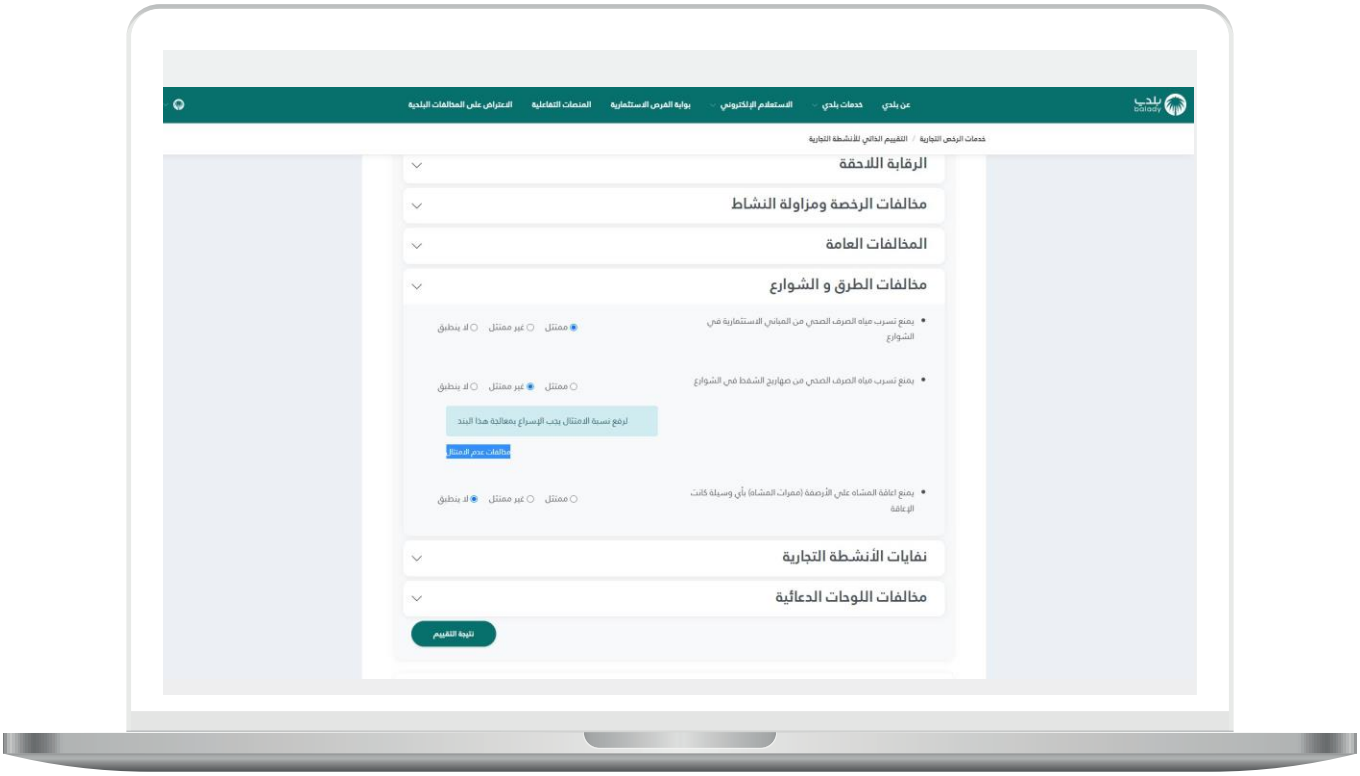


5) The inspection checklist then appears, as shown below.

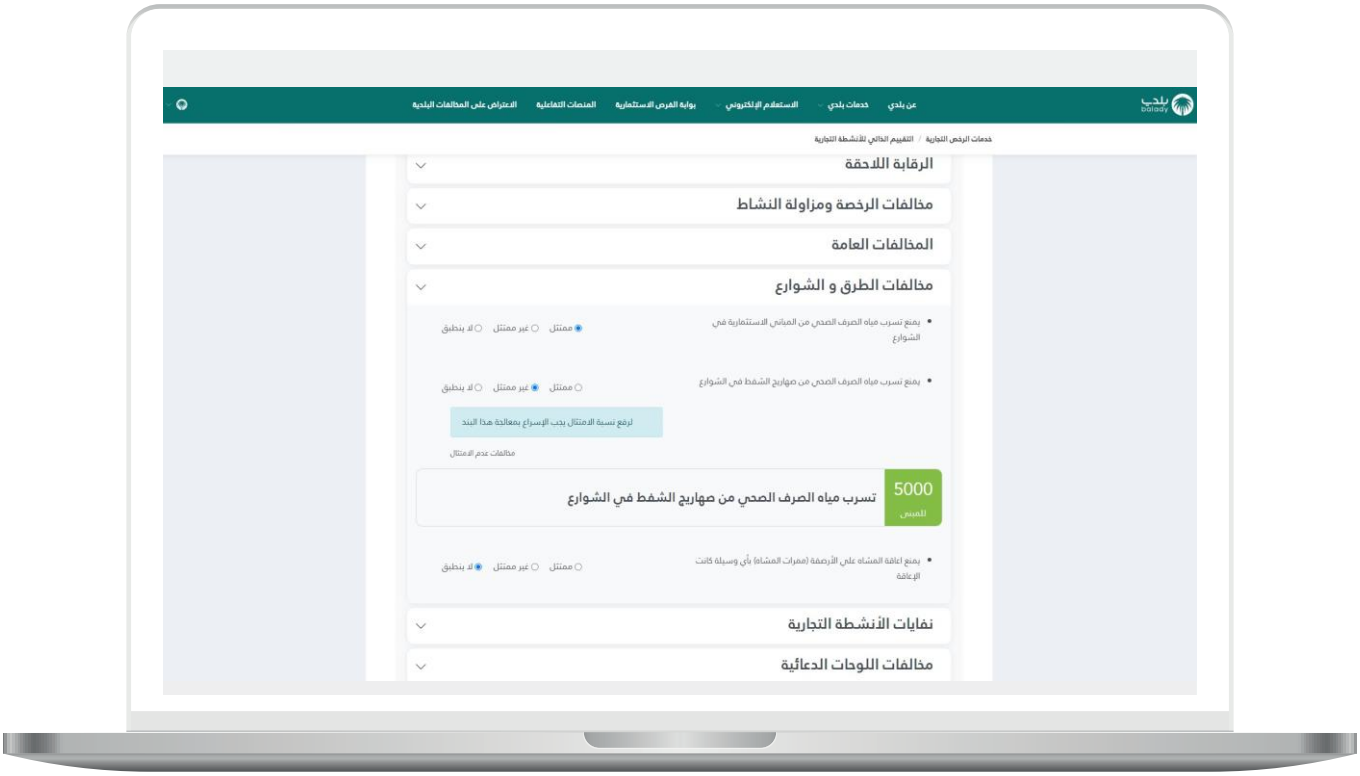


6) Upon selecting any sub-list from the inspection checklist, the corresponding inspection items are displayed, as shown in the example below. The user must select one of the following options for each item: Compliant, Non-compliant, or Not Applicable.

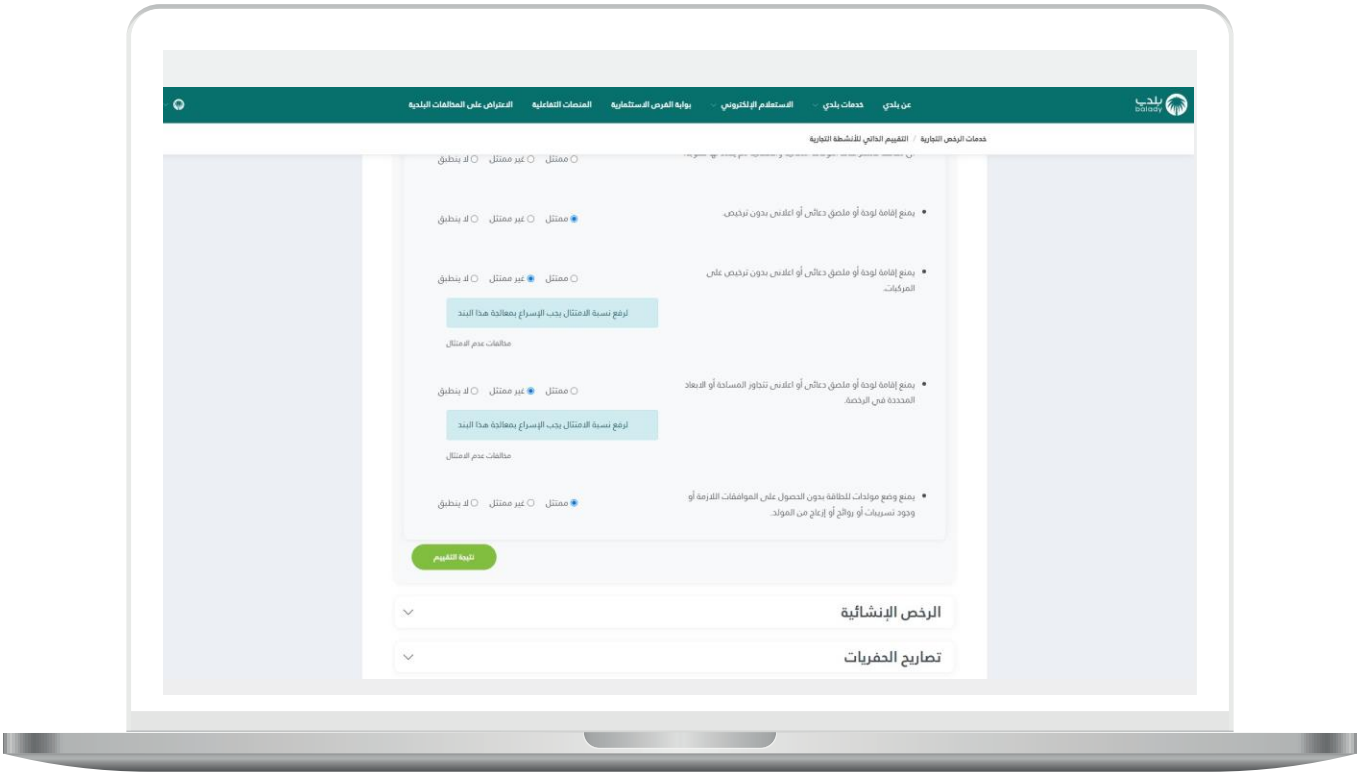
If (**Non-compliant**) is selected, the message (**Non-compliance Violations**) appears.



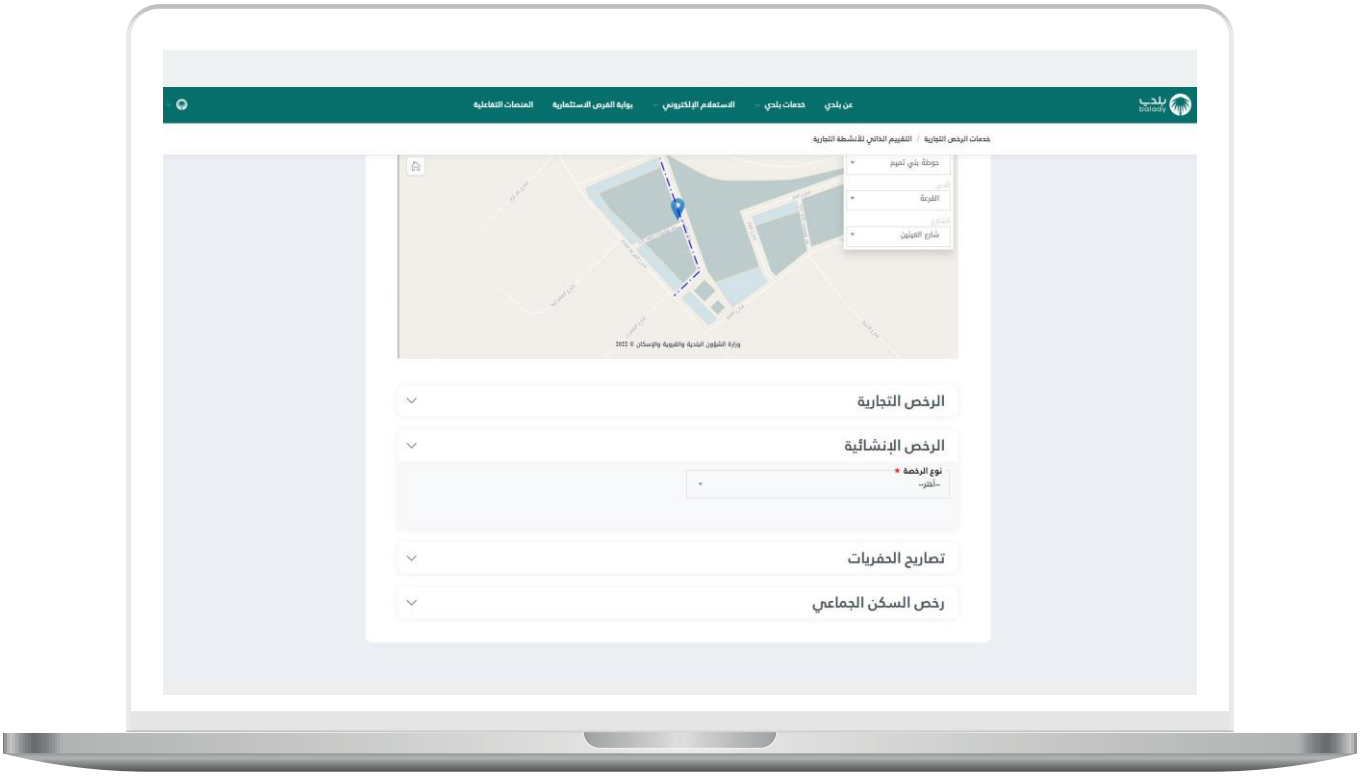
7) After clicking on the (**Non-compliance Violations**) link, the violation's value and name are displayed.



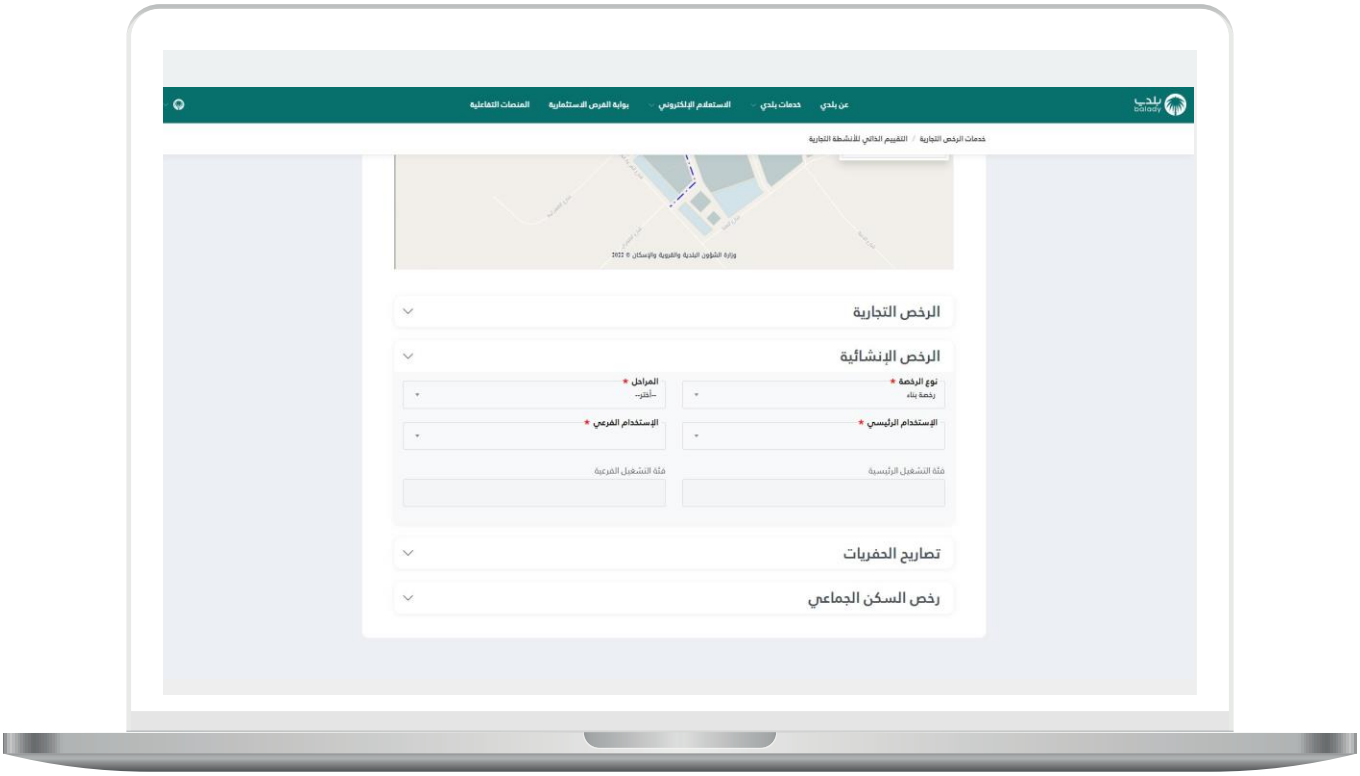
8) Once the assessment is completed, click (**Assessment Result**).



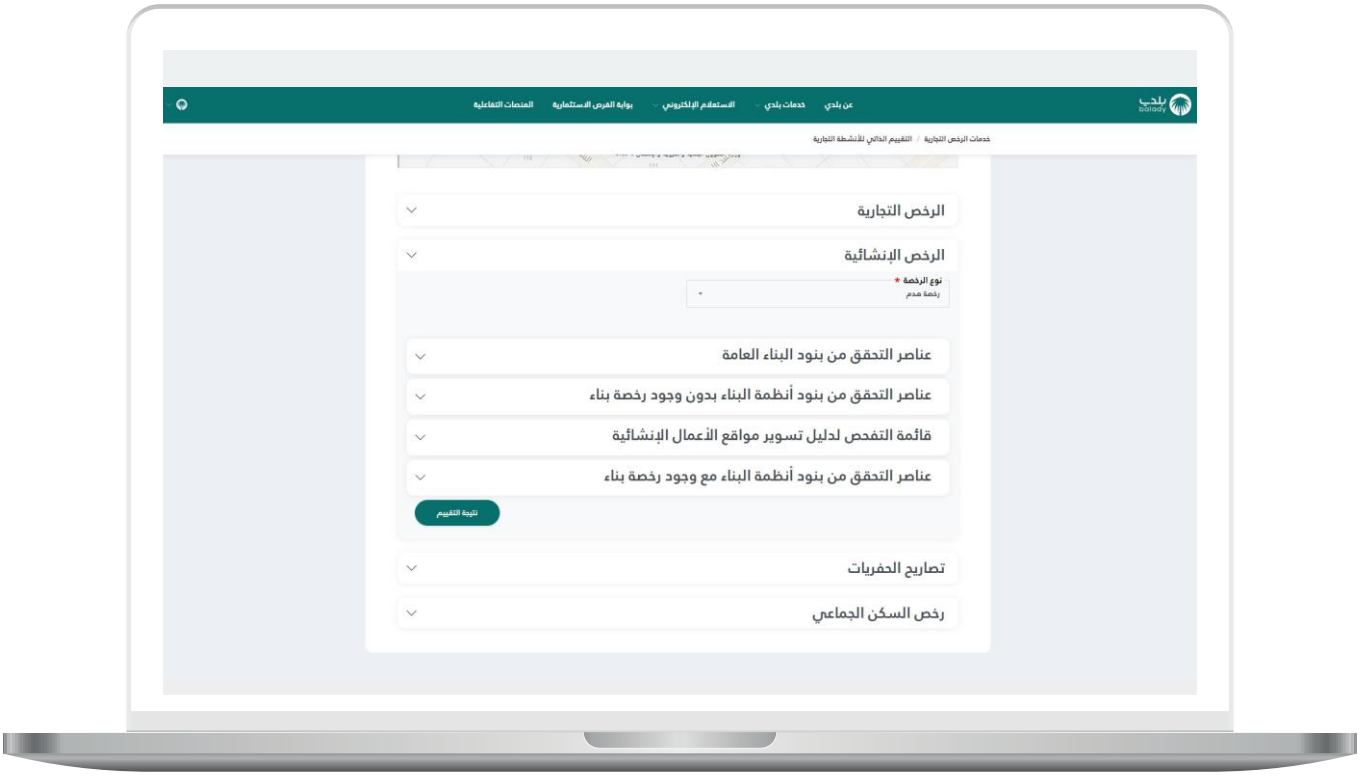
9) If (**Construction Licenses**) is selected, a dropdown list labeled (**License Type**) appears, allowing the user to choose a value.



10) Additional dropdown lists appear based on the selected license type. If (**Building Permit**) is selected, more dropdown lists will be displayed.

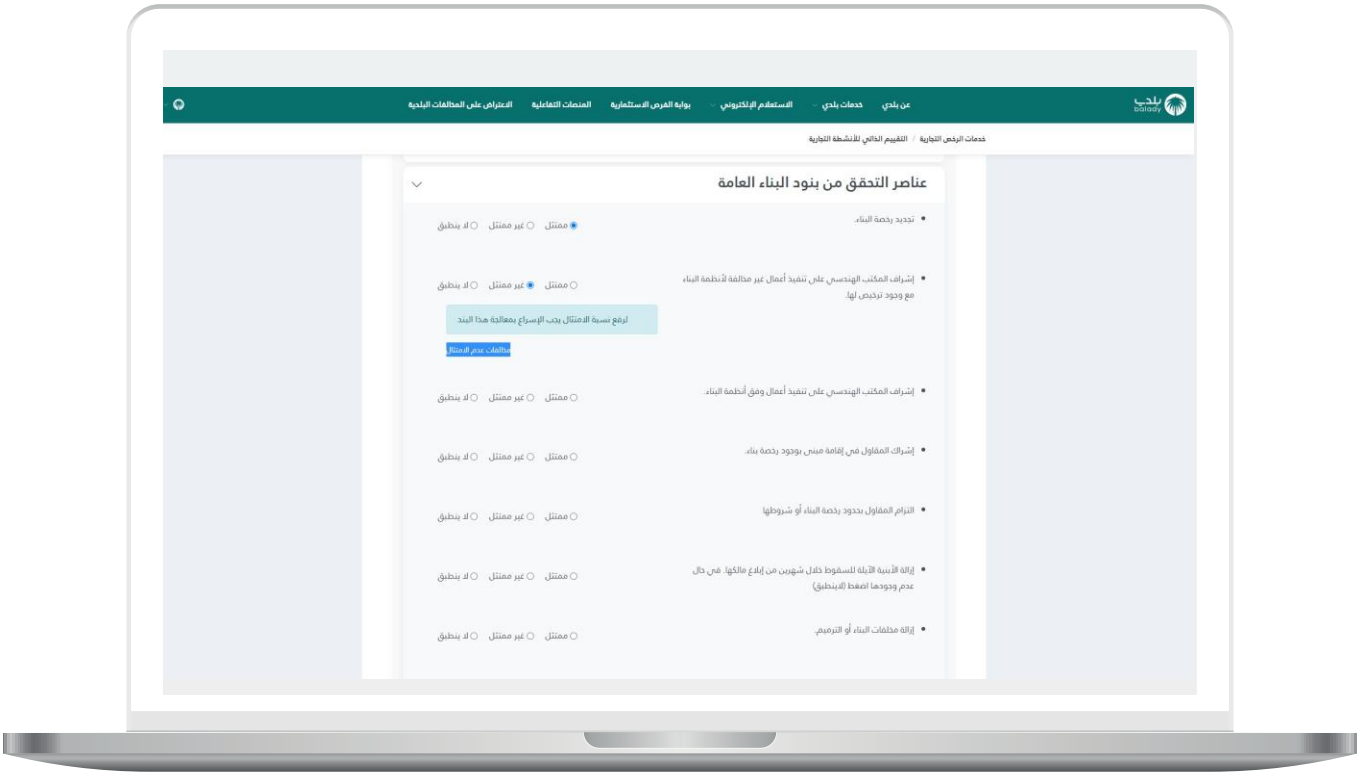


11) However, if another value, such as (**Demolition Permit**), is selected, no additional dropdown lists will appear.

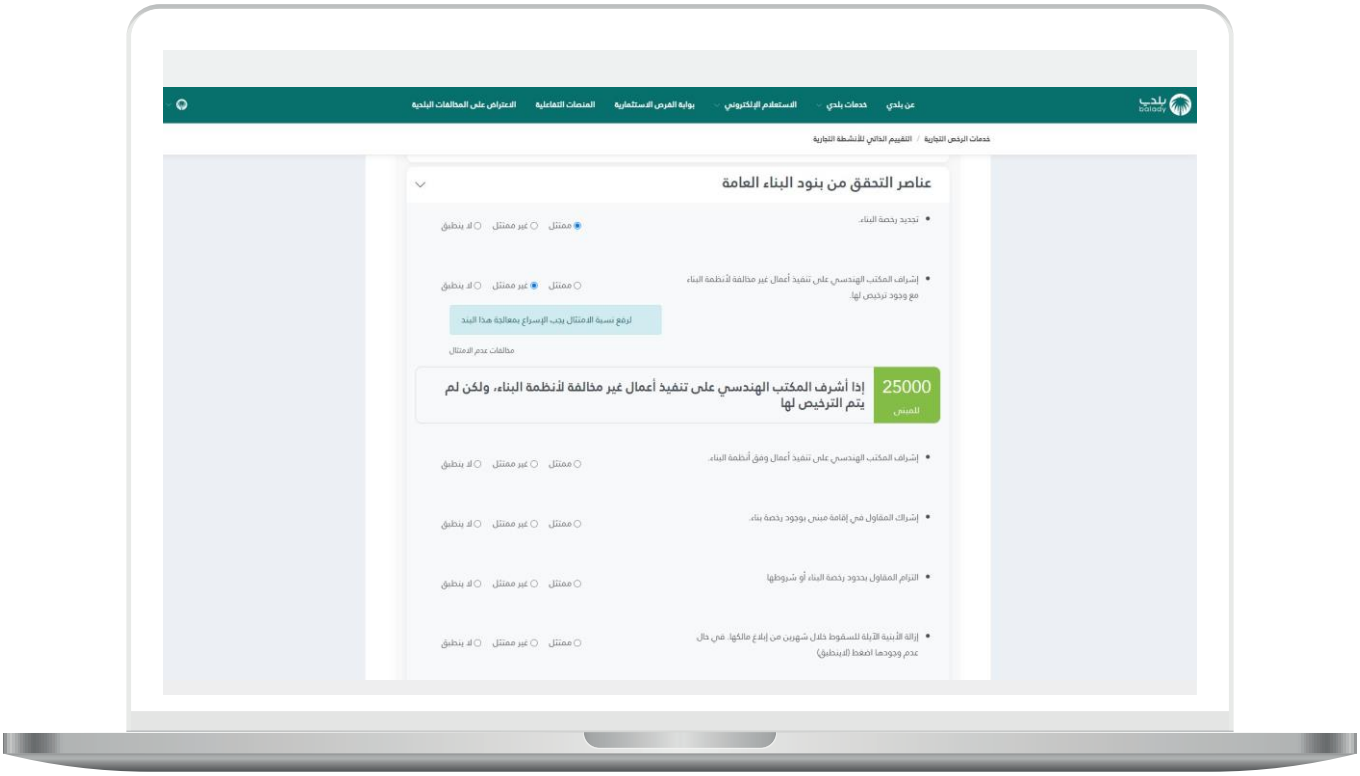


12) Upon selecting an inspection list, the corresponding inspection items are displayed. The user must select one of the following options for each item: Compliant, Non-compliant, or Not Applicable.

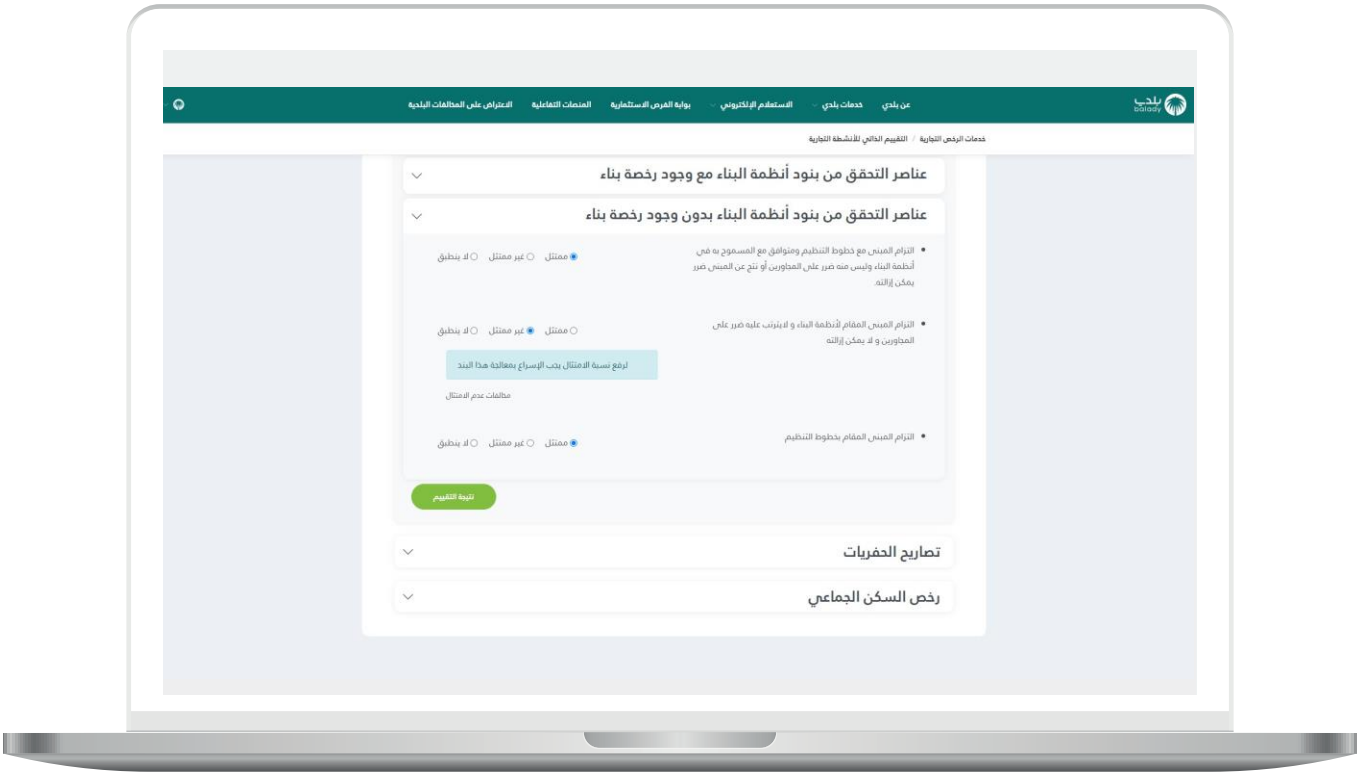
If (**Non-compliant**) is selected, the message (**Non-compliance Violations**) appears.



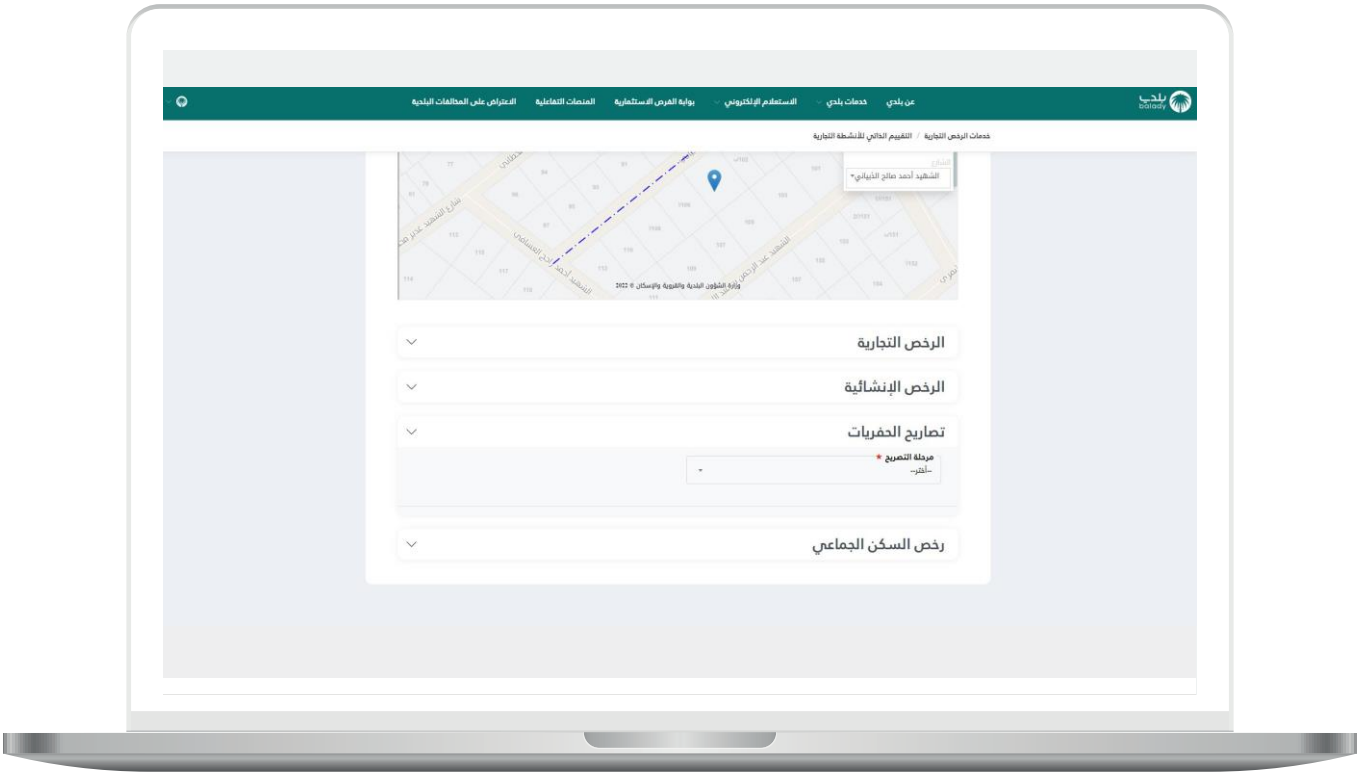
13) After clicking on the (**Non-compliance Violations**) link, the violation's value and name are displayed.



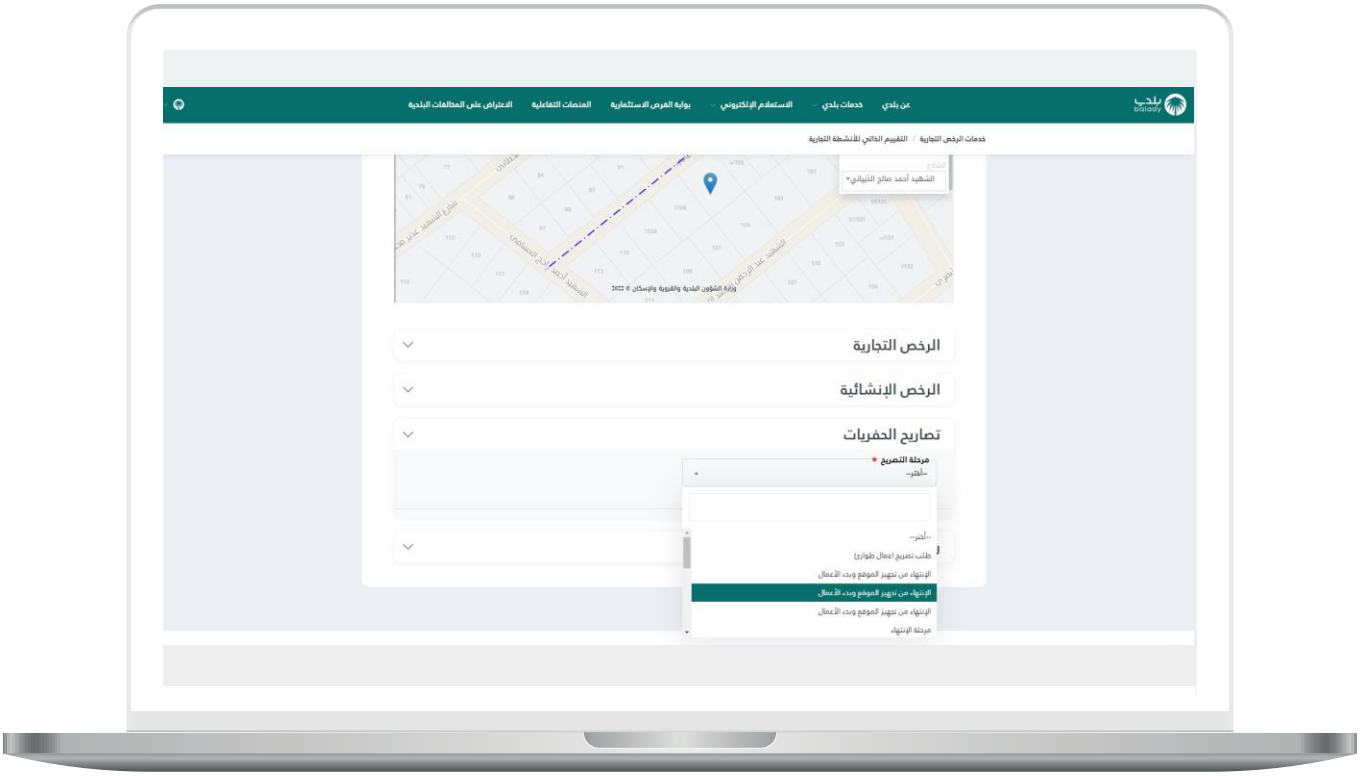
14) Once the assessment is completed, click (**Assessment Result**).



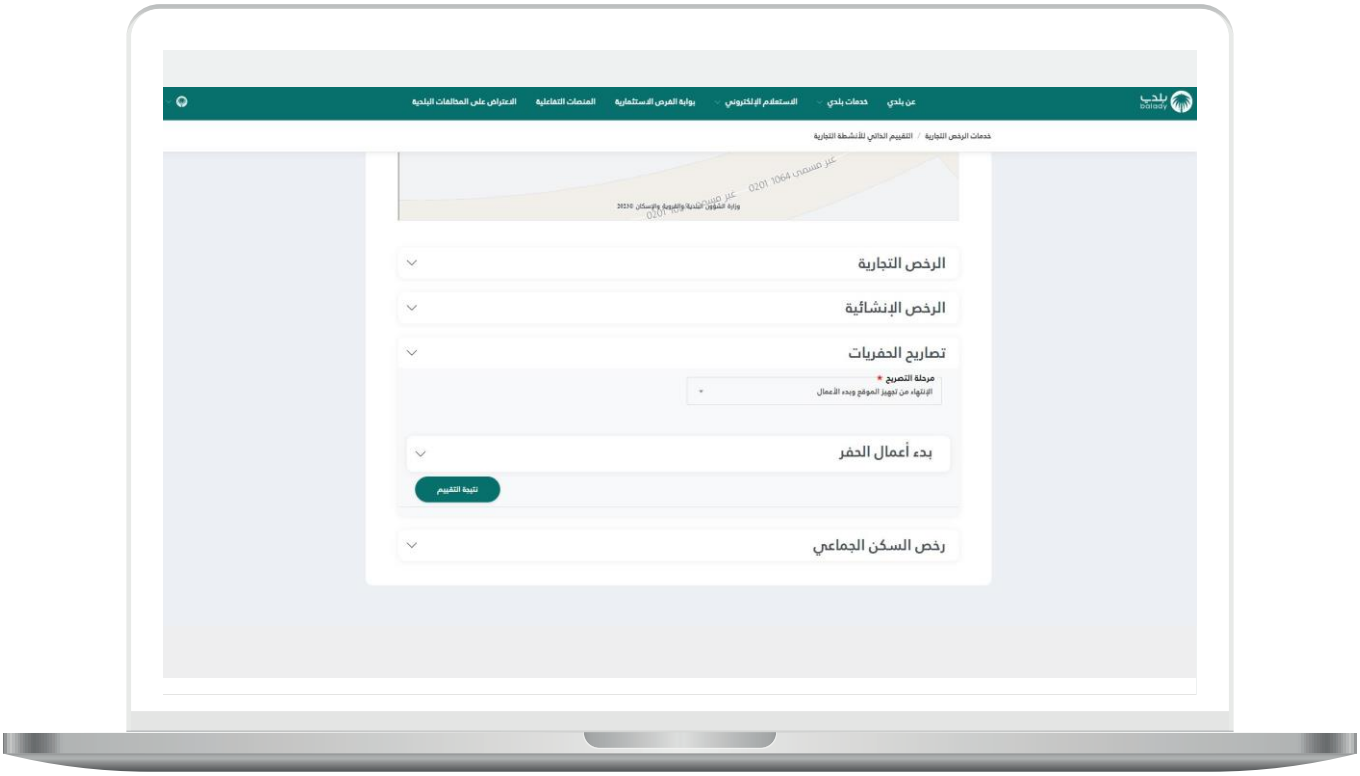
15) If (**Excavation Permits**) is selected, a dropdown list labeled (**Permit Stage**) appears, allowing the user to choose a value.



16) The following screen displays the available values in the (**Permit Stage**) dropdown list.

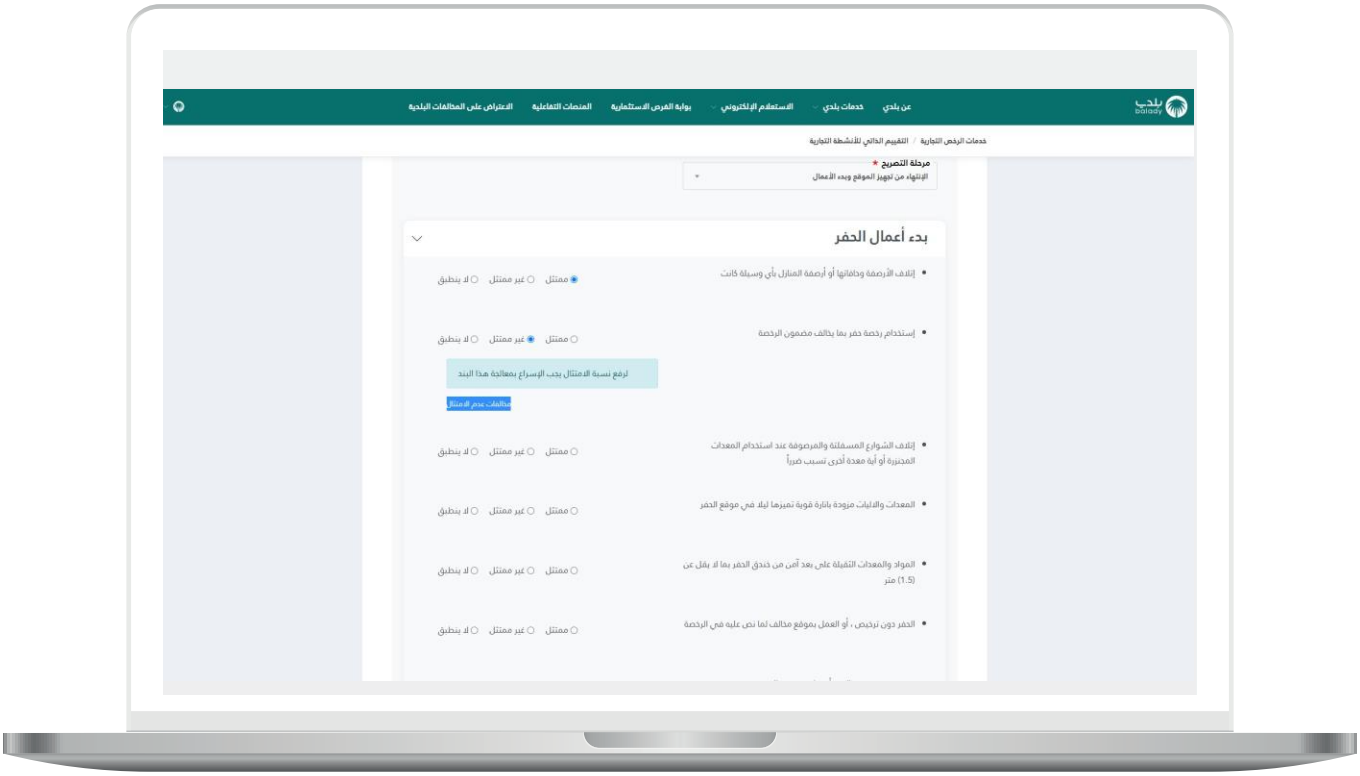


17) The corresponding inspection items are then displayed, as shown in the example below.

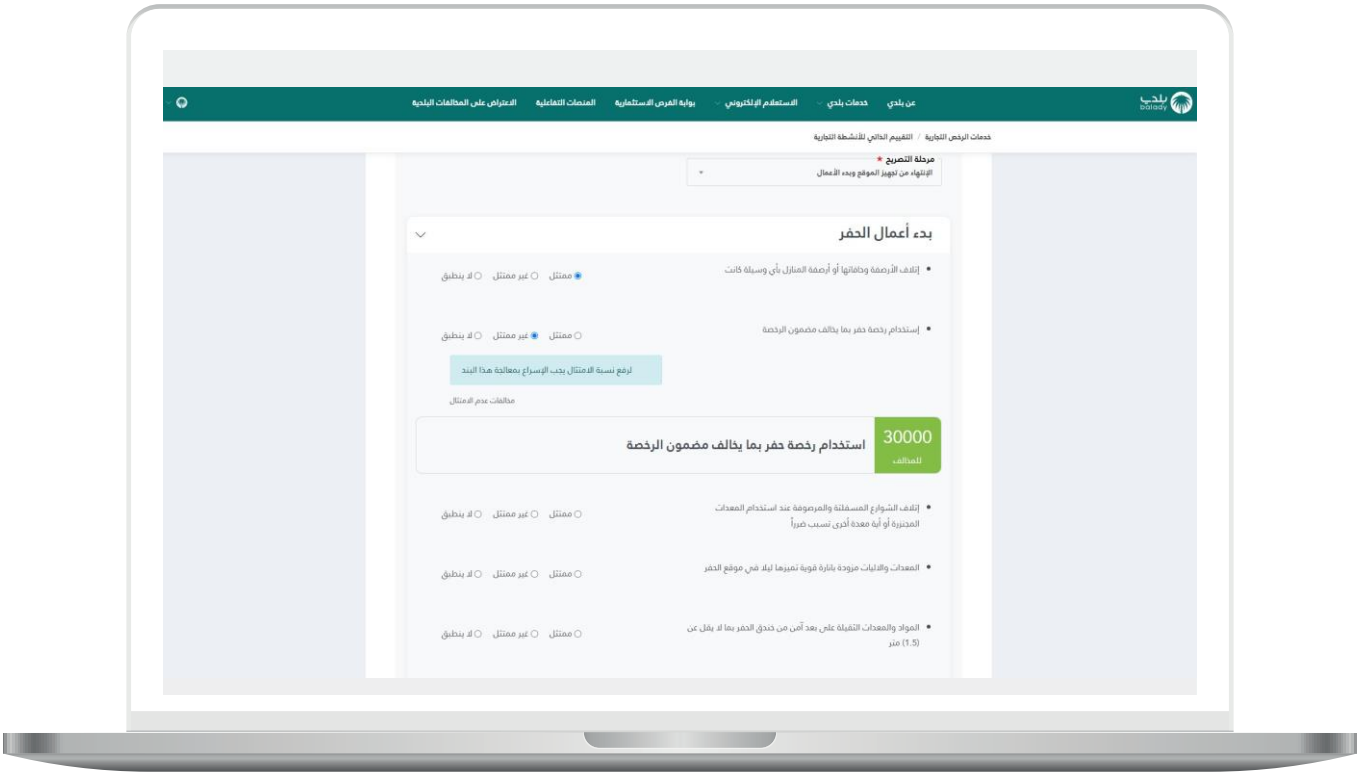


18) The user must select one of the following options for each item: Compliant, Non-compliant, or Not Applicable.

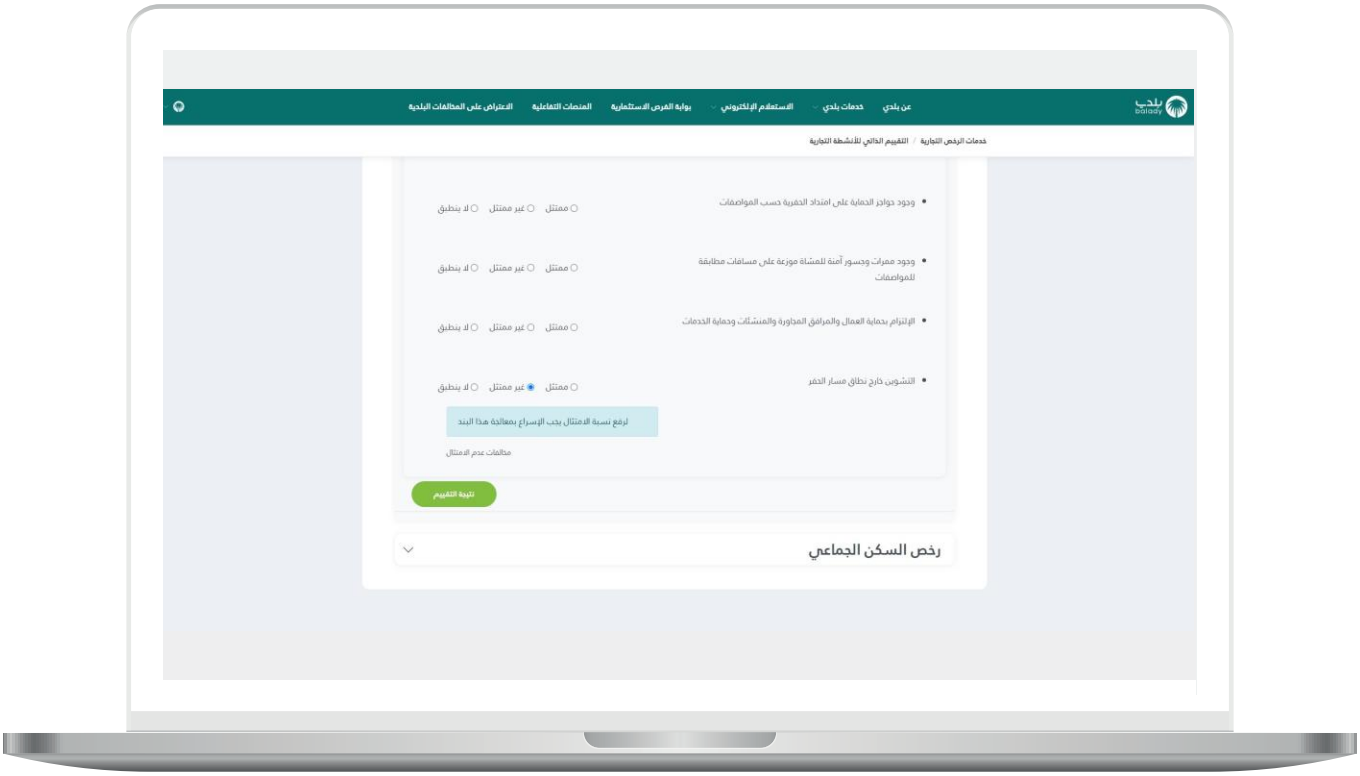
If (**Non-compliant**) is selected, the message (**Non-compliance Violations**) appears.



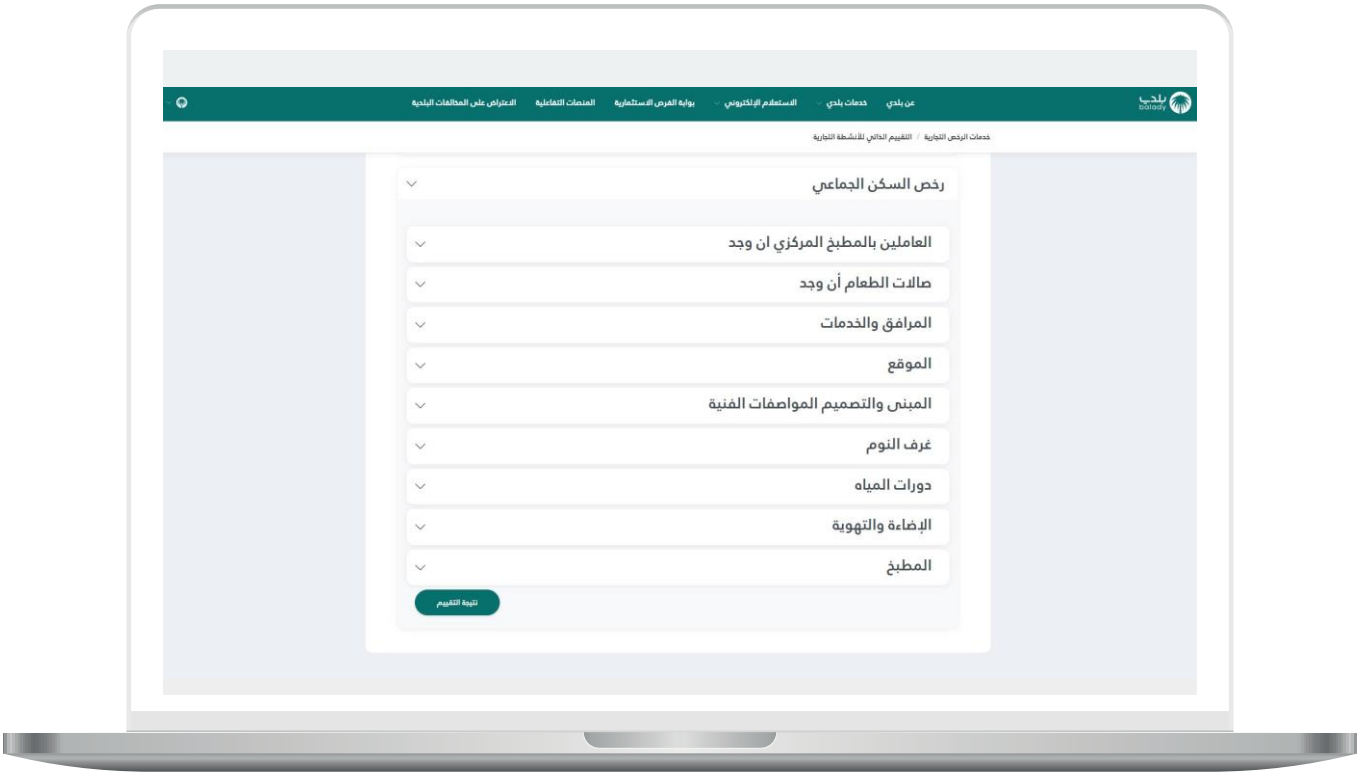
19) After clicking on the (**Non-compliance Violations**) link, the violation's value and name are displayed.



20) Once the assessment is completed, click (**Assessment Result**).

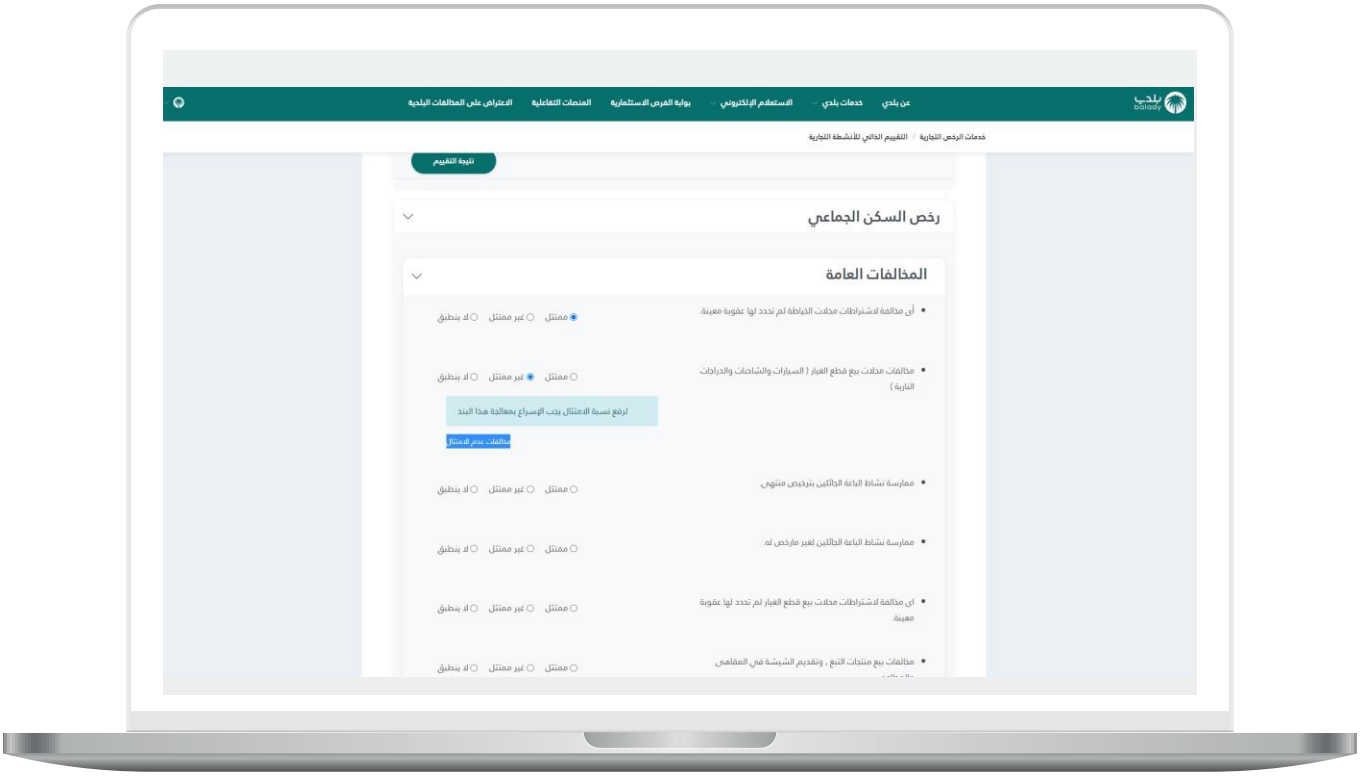


21) If (**Collective Housing Permits**) is selected, the corresponding inspection items are displayed, as shown in the example below.

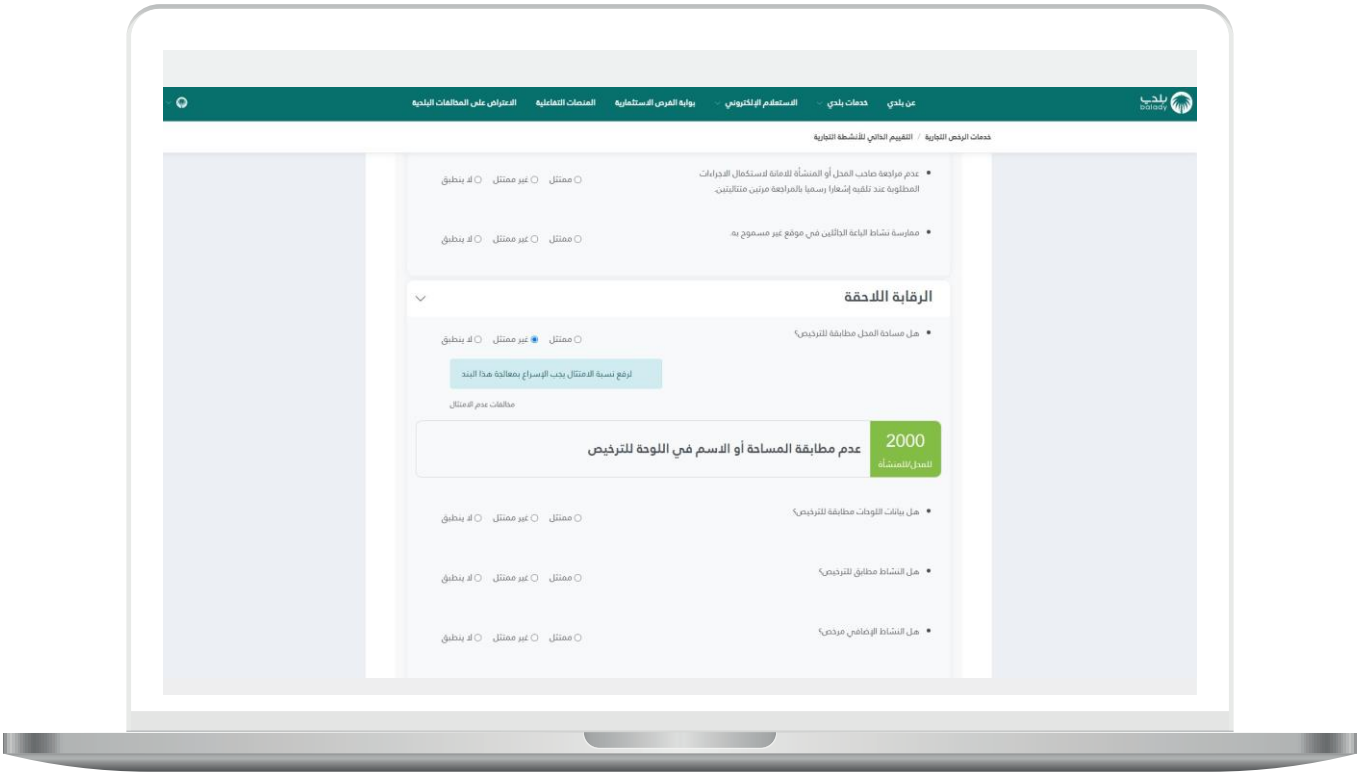


22) The user must select one of the following options for each item: Compliant, Non-compliant, or Not Applicable.

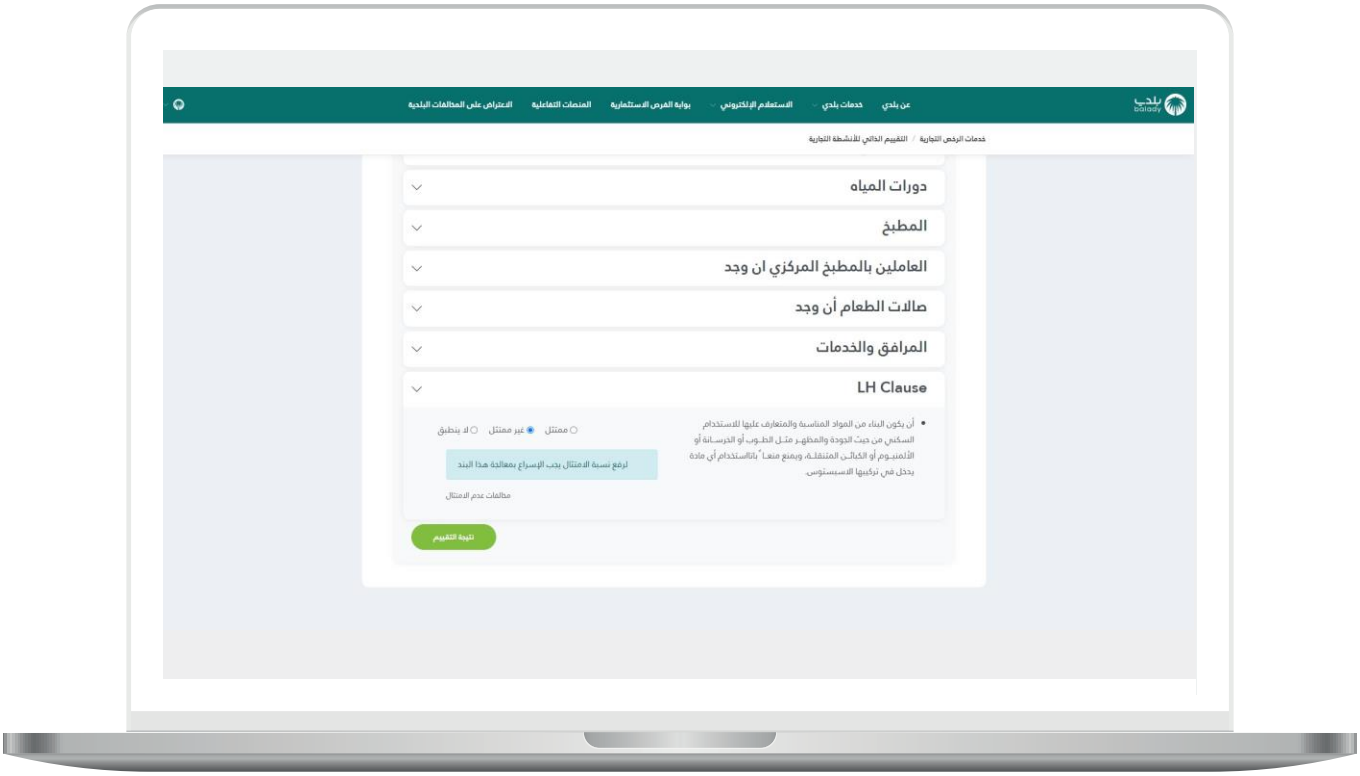
If (**Non-compliant**) is selected, the message (**Non-compliance Violations**) appears.



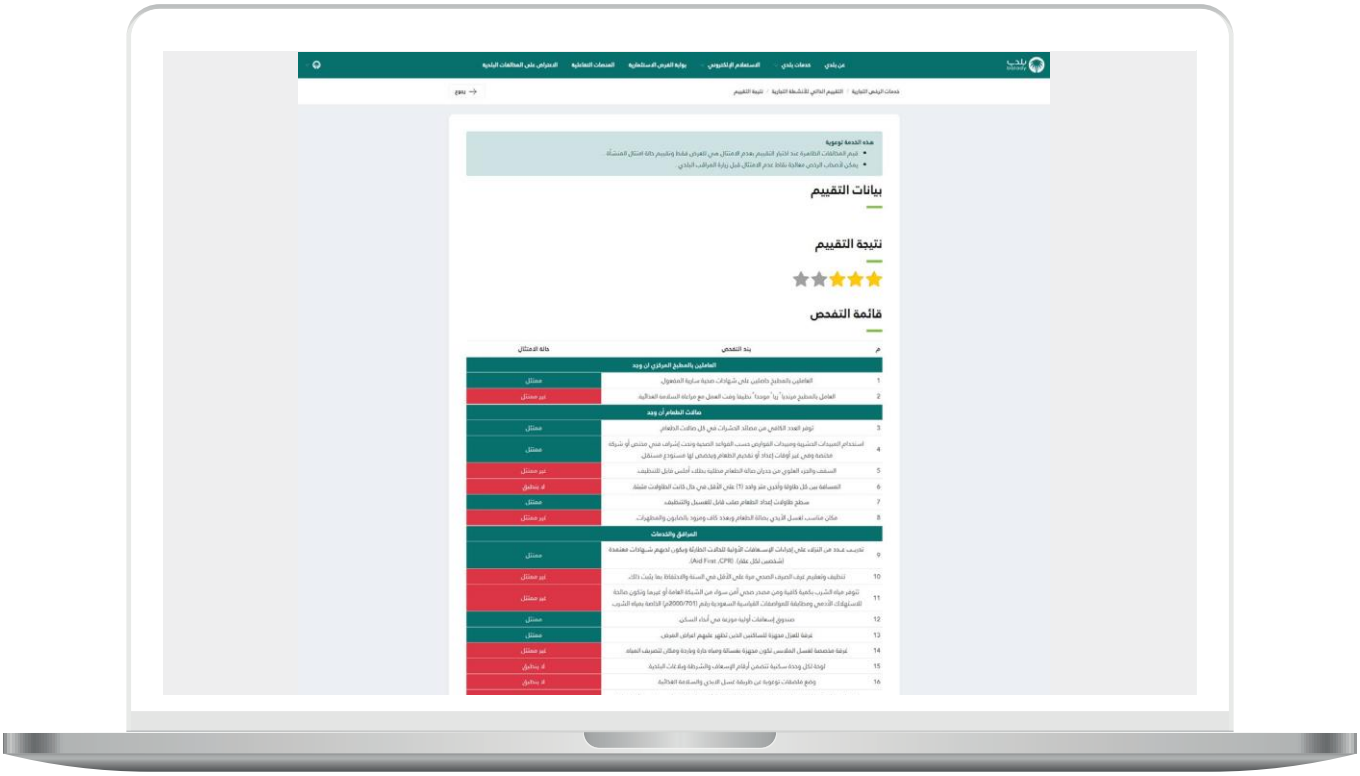
23) After clicking on the (**Non-compliance Violations**) link, the violation's value and name are displayed.



24) Once the assessment is completed, click (**Assessment Result**).



25) The evaluation result is then displayed as follows.



199040 Direct Contact Number

@Balady_CS Customer Service